

# Pocket Manual OF Elder Services



**RI Department of Elderly Affairs**  
74 West Road, Cranston, RI 02920

**Donald L. Carcieri, Governor**  
**Corinne Calise Russo, Director**

# A MESSAGE FROM THE DIRECTOR

Greetings,

The Rhode Island Department of Elderly Affairs is the state's primary agency devoted to the development, implementation, and monitoring of community-based programs and services for seniors and adults with disabilities. As such, we are pleased to provide you with the Pocket Manual of Elder Services. This Manual serves as a simple, concise guide to programs and services in the state that promote and enhance independence and dignity.

Our mission is to ensure excellence in service, advocacy, and public policy. Over the years, this mission has evolved to respond to the changing needs of our constituents. One of the main products of this evolution was the creation of THE POINT. THE POINT is a multi-lingual, one-stop call center for information and referral for programs and services that support seniors, adults with disabilities, and their families and caregivers. If there are resources that you are unable to find in this Pocket Manual, you can call THE POINT and the staff there will be able to help.

Whether you are a senior, an adult with a disability, a caregiver, a service provider, or a family member, we hope that this Pocket Manual will serve as your entry to the services you need.

Sincerely,

A handwritten signature in black ink, reading "Corinne Calise Russo". The signature is fluid and cursive, with the first name "Corinne" being the most prominent part.

Corinne Calise Russo, Director  
Rhode Island Department of Elderly Affairs

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# INFORMATION AND REFERRAL

## THE POINT

THE POINT is Rhode Island's Aging and Disability Resource Center (ADRC). It is a one-stop call center for information and referral for programs and services that support seniors, adults with disabilities, and their families and caregivers. THE POINT staff provide information in multiple languages regarding topics such as long term care and community care options, health insurance, medication assistance, Medicare and the Medicare Prescription Drug Program (Medicare Part D), Rhode Island Pharmaceutical Assistance to the Elderly (RIPAE), and Medicaid. If there are resources that you are unable to find in this Pocket Manual, you can call THE POINT and the staff will be able to help.

### **THE POINT in Warwick**

**Phone:** 462-4444

**Address:** 171 Service Road, Warwick, RI 02886

Hours of operation: M, W, F 8:30 a.m. to 4:00 p.m.

T, Th 8:30 a.m. to 7:00 p.m.

**Website:** [www.ThePointRI.org](http://www.ThePointRI.org)

### **THE POINT at United Way/211**

**Phone:** 211    **TTY:** 519-0674

**Address:** 50 Valley Street, Providence, RI 02909

**Website:** [www.211ri.org](http://www.211ri.org)

### **THE POINT at Ocean State Center for Independent Living (OSCIL)**

**Phone:** 738-1013    **TTY:** 738-1015

**Address:** 1944 Warwick Avenue, Warwick, RI 02889

**Website:** [www.oscil.org](http://www.oscil.org)

**Regional POINTS**

The Department of Elderly Affairs partners with these regional POINTS:

<b>Cranston Senior Services</b> .....	780-6000
<b>Johnston Senior Center</b> .....	944-3343
<b>Child &amp; Family Service of Newport</b> .....	849-2300
<b>Pawtucket: Leon Mathieu Senior Center</b> .....	728-7582
<b>Providence: St. Martin dePorres Center</b> .....	274-6783
<b>South County Community Action</b> .....	789-3016
<b>West Warwick Senior Center</b> .....	822-4450
<b>Woonsocket Senior Services</b> .....	766-3734

**Ask Rhody**

Ask Rhody is Rhode Island’s social service website, which provides information on services for seniors and adults with disabilities, such as the Medicare Savings Program, Medicaid, or General Public Assistance.

**Website:** [www.askrhody.org](http://www.askrhody.org)

**Eldercare Locator**

The Eldercare Locator is a nationwide service to help individuals find information about community services for older people anywhere in the United States and its territories. The Eldercare Locator can connect callers to information sources for such services as home delivered meals, transportation, legal advice, adult day care, home health services, housing options, and much more. Information is available in 150 languages. While the call to the Eldercare Locator service is free, the subsequent call to the information and referral service in another state may not be free.

**Phone:** 1-800-677-1116

Hours of operation: Monday through Friday from  
9 a.m. to 8 p.m.

**Website:** [www.eldercare.gov](http://www.eldercare.gov)

## **Family to Family Resource Center of Rhode Island Parent Information Network (RIPIN)**

RIPIN provides information, support, and training to empower parents, families, individuals, and family-serving professionals to become effective advocates for themselves and the people in their care. RIPIN offers a number of health and education projects and services for people of all ages, as well as workshops and trainings.

**Phone:** 727-4144

**Address:** 175 Main Street, Pawtucket, RI 02860

**Website:** [www.ripin.org](http://www.ripin.org)

## **Options for Working Families**

Options for Working Families provides information and referral for eldercare and care for individuals with disabilities.

**Phone:** 946-2300

**Address:** 1441 Park Avenue Suite B, Cranston, RI 02920

**Website:** [www.optionsforfamilies.org](http://www.optionsforfamilies.org)

## **PARI**

PARI can provide disability and community related information to all individuals with disabilities, family members, services providers, and community members.

**Phone:** 725-1966

**Address:** 500 Prospect Street, Pawtucket, RI 02860

**Website:** [www.pari-ilc.org](http://www.pari-ilc.org)

# ADULT DAY SERVICES

These centers, licensed by the Department of Health, provide frail and functionally challenged adults, including those with Alzheimer's disease and related dementia, with care and supervision in a safe environment. Therapeutic services, recreation and health services, support groups, meals, medication management, and respite for caregivers are among the services provided.

## **Bristol Cornerstone Adult Services**

**Phone:** 254-9629

**Address:** 172 Franklin Street, Bristol, RI 02809

## **Coventry Cornerstone Adult Services**

**Phone:** 822-6212

**Address:** 60 Wood Street, Coventry, RI 02816

## **Cranston Adult Day Service**

**Phone:** 780-6243

**Address:** 1070 Cranston Street, Cranston, RI 02920

**Website:** [www.cranstonri.com](http://www.cranstonri.com)

## **Cranston: Hope Alzheimer's Center**

**Phone:** 946-9220

**Address:** 25 Brayton Avenue, Cranston, RI 2920

**Website:** [www.hopealzheimerscenter.org](http://www.hopealzheimerscenter.org)

## **Cranston: Victoria Court Adult Day Services**

**Phone:** 946-5522

**Address:** 55 Oaklawn Avenue, Cranston, RI 02920

## **Little Compton: Nancy Brayton Osborn**

**Phone:** 635-2358

**Address:** 115 East Main Road, PO Box 545,  
Little Compton, RI 02837



**Middletown: Forest Farm Adult Day Services**

**Phone:** 849-8326

**Address:** 193 Forest Avenue, Middletown, RI 02842

**Website:** [www.forestfarmhealthcare.com](http://www.forestfarmhealthcare.com)

**North Providence: Fruit Hill Day Services for the Elderly**

**Phone:** 353-5805

**Address:** 399 Fruit Hill Avenue, North Providence, RI 02911

**North Providence: Generations Adult Day Health Center**

**Phone:** 725-6400

**Address:** 1073 Mineral Spring Avenue, North Providence, RI 02904

**North Providence: Steven N. Picillo Community Center**

**Phone:** 723-7730

**Address:** 2 Volturno Street, North Providence, RI 02904

**Website:** [www.fogartycenter.org](http://www.fogartycenter.org)

**Pawtucket: New Horizons Adult Day Center**

**Phone:** 727-0950

**Address:** 426 Main Street, Pawtucket, RI 02860

**Website:** [www.blackstonehealth.org](http://www.blackstonehealth.org)

**Providence: Jewish Seniors to Life Center**

**Phone:** 351-2440

**Address:** 100 Niantic Avenue, Providence, RI 02907

**Website:** [www.jsari.org](http://www.jsari.org)

**Providence: PACE (Program of All Inclusive Care for the Elderly)**

**Phone:** 490-6566

**Address:** 225 Chapman Street, Providence, RI 02905

**Website:** [www.pace-ri.org](http://www.pace-ri.org)

**Smithfield: Dora C. Howard Centre, Ltd.**

**Phone:** 949-3890

**Address:** 715 Putnam Pike, Smithfield, RI 02828

**Website:** [www.dorachoward.com](http://www.dorachoward.com)

**South Kingstown Adult Day Services**

**Phone:** 783-8736

**Address:** 283 Post Road, Wakefield, RI 02879

**Website:** [www.southkingstownri.com/seniors](http://www.southkingstownri.com/seniors)

**Warren: The Willows Adult Day Care**

**Phone:** 245-2323

**Address:** 47 Barker Ave, Warren, RI 02885

**Website:** [rhodeislandnursing.net](http://rhodeislandnursing.net)

**Warwick: Cornerstone Alzheimer's Care Center**

**Phone:** 739-2844

**Address:** 140 Warwick Neck Avenue, Warwick, RI 02889

**Warwick: Cornerstone Apponaug Center**

**Phone:** 739-2847

**Address:** 3270 Post Road, Warwick, RI 02886

**Westerly Adult Day Services**

**Phone:** 596-1336

**Address:** 65 Wells Street, Westerly, RI 02891

**Website:** [www.wadsinc.com](http://www.wadsinc.com)

**Woonsocket: Alternative Adult Care**

**Phone:** 766-0516

**Address:** 84 Social Street, Woonsocket, RI 02895

# ADVANCE DIRECTIVES, DURABLE POWERS OF ATTORNEY FOR HEALTH CARE, LIVING WILLS

Advance directives are written instructions indicating which medical care persons wish, or don't want to receive, if they are unable to communicate their wishes. Advance directives should be completed long before a health care crisis arises and they may be revoked at any time. The Durable Power of Attorney for Health Care permits persons to appoint an agent to make health care decisions on their behalf, if the need arises. With a living will, individuals direct their physicians to withhold or withdraw life-sustaining procedures.

## THE POINT

Individual copies of the Rhode Island form for the Durable Power of Attorney for Health Care and Living Will are available by calling THE POINT.

**Phone:** 462-4444

**Address:** 171 Service Road, Warwick, RI 02886

**Hours of operation:** M, W, F 8:30 a.m. to 4:00 p.m.

T, Th 8:30 a.m. to 7:00 p.m.

**Website:** [www.ThePointRI.org](http://www.ThePointRI.org)

## COMFORT ONE Program

The COMFORT ONE bracelet program at the Rhode Island Department of Health enables emergency medical service personnel to honor a terminal patient's request to avoid resuscitation in his/her last minutes.

**Phone:** 222-2401

**Address:** 3 Capitol Hill, Cannon Building, Providence, RI 02908

**Website:**

[www.health.ri.gov/hst/professions/ems/downloads/ComfortOne.pdf](http://www.health.ri.gov/hst/professions/ems/downloads/ComfortOne.pdf)

**Rhode Island Attorney General**

Advance directives may also be downloaded from the RI Attorney General's website.

**Phone:** 274-4400

**Address:** 150 South Main Street, Providence, RI 02903

**Website:** [www.riag.state.ri.us](http://www.riag.state.ri.us)

# ADVOCACY

## Advocacy Organizations for Seniors

### THE POINT

Seniors have opportunities to influence public policy through a number of groups such as the Rhode Island Advisory Commission on Aging, the Rhode Island Forum on Aging, and the Silver Haired Legislature. Call THE POINT for more information about any of these organizations.

**Phone:** 462-4444

**Address:** 171 Service Road, Warwick, RI 02886

**Hours of operation:** M, W, F 8:30 a.m. to 4:00 p.m.

T, Th 8:30 a.m. to 7:00 p.m.

**Website:** [www.ThePointRI.org](http://www.ThePointRI.org)

### Additional Advocacy Groups for the Elderly

The following groups also work to influence public policy for senior citizens:

#### AARP-Rhode Island

AARP-Rhode Island is a non-profit, non-partisan organization for those 50 and older. AARP lobbies the federal and state government for programs and services that enhance the quality of life for seniors.

**Phone:** 866-542-8170

**Address:** 10 Orms Street, Providence, RI 02906

**Website:** [www.aarp.org/ri](http://www.aarp.org/ri)

### **George Wiley Center**

The George Wiley Center is a statewide group actively committed to local community organizing to create social and economic justice through changes in public policy. Specifically, they work on issues such as hunger, utility shut-offs, and jobs. They are concerned with issues related to children, families, the elderly, and adults with disabilities.

**Phone:** 728-5555

**Address:** 32 East Avenue, Pawtucket, RI 02860

**Website:** [www.georgewileycenter.org](http://www.georgewileycenter.org)

### **Gray Panthers of Rhode Island**

The Gray Panthers of Rhode Island is part of an intergenerational advocacy organization that works for social and economic justice.

**Phone:** 274-6900

**Address:** 133 Mathewson Street, Providence, RI 02903

### **Senior Agenda Coalition of Rhode Island**

The Senior Agenda Coalition of Rhode Island brings together several groups that advocate for elder issues.

**Phone:** 274-6900

**Address:** 133 Mathewson Street, Providence, RI 02903

**Website:** [www.senioragendari.org](http://www.senioragendari.org)

# ADVOCACY ORGANIZATIONS FOR ADULTS WITH DISABILITIES

## **Mental Health Consumer Advocates of RI**

Mental Health Consumer Advocates of Rhode Island is a statewide organization run by and for adults who have experienced psychiatric symptoms or who receive mental health services. The vision of the organization is to provide peer support, inform and educate people about the stigmatization of mental illness, and to positively affect the lives of consumers through legislative action and other advocacy campaigns.

**Phone:** 831-6937

**Address:** 1280 North Main Street, Providence, RI 02904

**Website:** [www.mhca-ri.org](http://www.mhca-ri.org)

## **PAL**

PAL supports families and individuals with disabilities to effectively advocate for themselves.

**Phone:** 785-2100

**Address:** 96 Rolfe Street, Cranston, RI 02910

**Website:** [www.pal-ri.org](http://www.pal-ri.org)

## **Rhode Island Developmental Disabilities Council**

Rhode Island Developmental Disabilities Council is an advocacy agency for individuals with developmental disabilities.

**Phone:** 737-1238

**Address:** 400 Bald Hill Road, Suite 515, Warwick, RI 02886

**Website:** [www.riddc.org](http://www.riddc.org)

### **Rhode Island Disability Law Center**

Rhode Island Disability Law Center provides free legal assistance to persons with disabilities. Services include individual representation to protect rights or to secure benefits and services, self-help information, educational programs, and administrative and legislative advocacy. The agency administers eight federally funded advocacy programs, each of which has its own eligibility criteria.

**Phone:** 831-3150 **TTY:** 831-5335

**Address:** 275 Westminster Street, Suite 401, Providence, RI 02903

**Website:** [www.ridlc.org](http://www.ridlc.org)

### **Rhode Island Disability Vote Project**

The Vote Project brings together a coalition of people and organizations within the disability community with the goal of increasing voter registration and turnout.

**Phone:** 295-5757 x15

**Address:** 1130 Ten Rod Road, North Kingstown, RI 02852

### **Ocean State Center for Independent Living (OSCIL)**

Provides information about services, housing or transportation.

**Phone:** 738-1013 **TTY:** 738-1015

**Address:** 1944 Warwick Ave., Warwick, RI 02889

### **PARI**

also runs a Consumer-Directed Personal Care Program.

**Phone:** 725-1966

**Address:** 500 Prospect Street, Pawtucket, RI 02860



# ALCOHOL ADDICTION

## **Alcoholics Anonymous – Rhode Island**

Alcoholics Anonymous is a fellowship of men and women who share their experience, strength, and hope with each other that they may solve their common problem and help others to recover from alcoholism. The only requirement for membership is a desire to stop drinking. There are no dues or fees for AA membership.

**Phone:** 438-8860 or 1-800 439-8860

**Address:** 410 North Broadway, East Providence, RI 02914

**Website:** [www.rhodeisland-aa.org](http://www.rhodeisland-aa.org)

# ALZHEIMER'S DISEASE, DEMENTIA, AND MEMORY LOSS

## **Alzheimer's Association, Rhode Island Chapter**

The Association's mission is to coordinate resources for caregivers, educate health professionals and the general public, and advocate for improved public policy. Other services include a 24-hour helpline, speaker's bureau, newsletter, family support groups, a resource library, and an early stage social program.

The Association's Live and Learn Program was developed for individuals with early stage memory loss. The program offers meaningful activities for individuals experiencing early memory loss and much needed respite for their caregivers. Individuals participating in the Live and Learn Program choose from a variety of structured activities such as exercise programs through the YMCAs, guest speakers at public libraries, craft classes, and a pet therapy program.

**Phone:** 421-0008 or 1-800-272-3900

**Address:** 245 Waterman Street, Providence, RI 02906

**Website:** [www.alz.org/ri](http://www.alz.org/ri)

## **MedicAlert + Safe Return**

People with Alzheimer's or dementia can enroll in MedicAlert® + Alzheimer's Association Safe Return®. MedicAlert has created an alliance with the Alzheimer's Association to create MedicAlert + Safe Return. It provides 24 hour assistance when a person wanders or is lost locally or far from home. When a person with dementia wanders or becomes lost, one call immediately activates a community support network to help reunite the lost person with his or her caregiver. When a person is found, a citizen or law official calls the toll-free 24-hour emergency response number on the identification product and the individual's family or caregivers are contacted. The nearest Alzheimer's Association office provides support during search and rescue efforts. In addition, should medical attention be required, access to a personal health record (PHR) is immediately available.

There is a fee to enroll, which you can do on-line or via phone, mail, or fax.

**Phone:** 1-888-572-8566

**Website:** [www.medicalert.org/safereturn](http://www.medicalert.org/safereturn)

### **Missing Senior Citizen Alert Program**

Police departments with Missing Senior Citizen Alert Programs register Alzheimer's patients and have protocols for the state police to assist them if they are found wandering. Refer to page 58 for local phone numbers for senior citizen police advocates.

# ASSISTED LIVING RESOURCES

Assisted living provides a combination of housing and services in a setting designed to offer choice, independence, and dignity. These homes may be small, family-style sites or large, apartment-style facilities. As a general rule, residents must be ambulatory (canes, walkers, and sometimes wheelchairs are acceptable) and not require on-going extensive medical and nursing care. Assisted living provides rooms or apartments, meals, 24-hour staffing, assistance with personal care and medication, housekeeping, laundry, activities, and other services that allow adults to stay in the community. The cost varies considerably. There are more than 60 licensed assisted living facilities in the state. The resources listed below can provide more information.

## THE POINT

THE POINT can provide a listing of assisted living facilities.

**Phone:** 462-4444

**Address:** 171 Service Road, Warwick, RI 02886

**Hours of operation:** M, W, F 8:30 a.m. to 4:00 p.m.

T, Th 8:30 a.m. to 7:00 p.m.

**Website:** [www.ThePointRI.org](http://www.ThePointRI.org)

## Alliance for Better Long Term Care

The state's Long Term Care Ombudsman Office is run by the Alliance for Better Long Term Care. The assisted living ombudsman serves as an advocate for persons in assisted living, boarding facilities, and residential care homes. The ombudsman also provides information and counseling to seniors and family members on choosing an appropriate facility.

**Phone:** 785-3340

**Address:** 422 Post Road, Warwick, RI 02888

**National website:** [www.ltcombudsman.org](http://www.ltcombudsman.org)

### **Rhode Island Assisted Living Association (RIALA)**

The Rhode Island Assisted Living Association has information about assisted living facilities in the state.

**Phone:** 435-8888

**Address:** 2224 Pawtucket Avenue, East Providence, RI 02914

**Website:** [www.riala.org](http://www.riala.org)

### **Rhode Island Association of Facilities and Services for the Aging (RIAFSA)**

RIAFSA has information about assisted living, nursing homes, adult day care, and senior housing.

**Phone:** 490-7612

**Address:** 225 Chapman Street, Providence, RI 02905

**Website:** [www.riafsa.org](http://www.riafsa.org)

### **Rhode Island Department of Health**

The Health Department also has a listing of assisted living facilities.

**Phone:** 222-2566

**Address:** 3 Capitol Hill, Cannon Building, Providence, RI 02908

**Website:** [www.health.ri.gov](http://www.health.ri.gov)

# BEREAVEMENT

There is considerable variety in how people grieve the loss of a loved one. Loss is a powerful stressor in life; even those going through an uncomplicated bereavement are likely to experience many symptoms of anxiety and depression and to undergo physiological changes, which reduce the body's ability to fight off disease. There are many bereavement groups across the state that help and support individuals in the grieving process. Some funeral homes offer support. Several other groups are listed below.

## THE POINT

THE POINT can provide a current listing of bereavement support groups.

**Phone:** 462-4444

**Address:** 171 Service Road, Warwick, RI 02886

**Hours of operation:** M, W, F 8:30 a.m. to 4:00 p.m.  
T, Th 8:30 a.m. to 7:00 p.m.

**Website:** [www.ThePointRI.org](http://www.ThePointRI.org)

## Friends Way

**Phone:** 921-0980

**Address:** 765 West Shore Road, Warwick, RI 02886

## Home & Hospice Care Bereavement Groups

**Phone:** 312-2364

**Address:** 169 George Street, Pawtucket, RI 02860

## Roger Willams Hospital Bereavement Group

**Phone:** 456-2284

**Address:** 825 Chalkstone Avenue, Providence, RI 02908

# BLIND AND VISUALLY IMPAIRED SERVICES

## **EyeCare America Seniors Program**

Any resident 65 or older who does not have an ophthalmologist can receive no-cost medical eye care services through this program.

**Phone:** 1-800-222-EYES (3937)

## **IN-SIGHT**

IN-SIGHT helps blind and visually impaired people develop skills in communication, mobility, orientation, self-care, and homemaking.

IN-SIGHT Radio broadcasts readings of newspapers, magazines, and books for the blind and visually impaired.

**Phone:** 941-3322

**Address:** 43 Jefferson Boulevard, Warwick, RI 02888

**Website:** [www.in-sight.org](http://www.in-sight.org)

## **National Federation of the Blind of RI**

This is the state's affiliate of the National Federation of the Blind.

**Phone:** 433-2606

**Website:** [www.nfbri.org](http://www.nfbri.org)

## **Rhode Island Talking Books Plus**

Persons who have a visual impairment or physical disability that hinders them from using traditional library materials may borrow books and magazines in large print, Braille, or talking books on cassette or disc, free of charge through this organization.

**Phone:** 574-9310

**Address:** One Capitol Hill, Providence, RI 02908

**Website:** [www.olis.ri.gov/tbp](http://www.olis.ri.gov/tbp)

**Saving Sight**

Saving Sight conducts glaucoma screening programs and public information campaigns to detect and fight causes of blindness.

**Phone:** 738-1150

**Address:** 982 West Shore Road, Warwick, RI 02889

**Website:** [www.savingsightri.org](http://www.savingsightri.org)

**State Services for the Blind and Visually Impaired**

This organization provides vocational rehabilitation, counseling, medical evaluation, home teaching, and other services.

**Phone:** 222-2300 **TTY:** 421-7016

**Address:** 40 Fountain Street, Providence, RI 02903

**Website:** [www.ors.ri.gov](http://www.ors.ri.gov)



# CASE MANAGEMENT

Case management programs assist older Rhode Islanders who wish to remain at home for as long as possible. To qualify, Rhode Island residents must be 60 or older, homebound, frail or disabled, and unable to remain at home without supportive care. Clients' needs are assessed and a case manager develops a plan of care which includes options for community based services. The case manager will assist the client in securing the needed services, monitor the care plan, and offer training and support for family caregivers.

Area case management agencies include:

## **Casework Referral Advocacy (C.R.A., Inc.)**

**Phone:** 822-6240

**Address:** 60 Wood Street, Coventry, RI 02816

**Website:** [www.nricommunityservices.org](http://www.nricommunityservices.org)

**Communities served:** Washington County, South County, North Kingstown, Exeter, Block Island, Jamestown, Coventry

## **Child and Family of Newport County – Elder Care**

**Phone:** 845-2270

**Address:** 31 John Clark Road, Middletown, RI 02842

**Website:** [www.cfsnewport.org](http://www.cfsnewport.org)

**Communities served:** Aquidneck Island/Newport County

## **East Bay Community Action Program**

**Phone:** 437-1000

**Address:** 100 Bullocks Point Avenue, Riverside, RI 02915

**Website:** [www.ebcap.org](http://www.ebcap.org)

**Communities served:** East Bay, Bristol, Pawtucket, Central Falls

## **Meals on Wheels of RI**

**Phone:** 351-6700

**Address:** 70 Bath Street, Providence, RI 02908

**Communities served:** Providence County

**Tri-Town Community Action Agency****Phone:** 349-5760**Address:** 1126 Hartford Avenue, Johnston, RI 02919**Website:** [www.tri-town.org](http://www.tri-town.org)**Communities served:** Johnston, North Providence, Smithfield, North Smithfield, Burrillville, Glocester, Scituate, Foster, Cranston, Lincoln, Cumberland, Woonsocket**Westbay Community Action Program****Phone:** 732-4660 x130**Address:** 208 Buttonwoods Avenue, Warwick, RI 02886**Website:** [www.westbaycap.org](http://www.westbaycap.org)**Communities served:** Warwick, West Warwick, Coventry, East Greenwich

# COMMUNITY ACTION PROGRAMS

Community Action Programs (CAPs) are local social service agencies. Programs include community organizing, consumer education, counseling, health, weatherization, heating assistance, food assistance, and other services. Minor home repairs, energy audits, storm doors and windows, insulation, caulking and weather stripping, window replacement, boiler repairs, and replacement burners comprise CAP weatherization services.

## **Area CAP Agencies**

**Aquidneck Island/Newport: East Bay Community Action**

**Phone:** 847-7821

**Address:** 19 Broadway, Newport, RI 02840

**Website:** [www.ebcap.org](http://www.ebcap.org)

**Blackstone Valley: Blackstone Valley Community Action Program**

**Phone:** 723-4520

**Address:** 32 Goff Avenue, Pawtucket, RI 02860

**Website:** [www.bvcap.org](http://www.bvcap.org)

**Cranston: Comprehensive Community Action Program**

**Phone:** 467-9610

**Address:** 311 Doric Avenue, Cranston, RI 02910

**Website:** [www.comcap.org](http://www.comcap.org)

**East Bay: East Bay Community Action Program**

**Phone:** 437-1000

**Address:** 100 Bullocks Point Avenue, Riverside, RI 02915

**Website:** [www.ebcap.org](http://www.ebcap.org)

**Kent County:Westbay Community Action Program**

**Phone:** 732-4660

**Address:** 208 Buttonwoods Avenue, Warwick, RI 02886

**Website:** [www.westbaycap.org](http://www.westbaycap.org)

**Communities served:** Warwick, West Warwick, Coventry,  
East Greenwich

**Northwest: Tri-Town Community Action Agency**

**Phone:** 349-5760

**Address:** 1126 Hartford Avenue, Johnston, RI 02919

**Website:** [www.tri-town.org](http://www.tri-town.org)

**Providence Community Action**

**Phone (main number):** 273-2000

**Phone (elderly services number):** 437-8054

**Address:** 518 Hartford Avenue, Providence, RI 02909

**Website:** [www.procapri.org](http://www.procapri.org)

**South County Community Action Agency**

**Phone:** 789-3016

**Address:** 1935 Kingstown Road, Peace Dale, RI 02879

**Website:** [www.sccainc.org](http://www.sccainc.org)

**Woonsocket: Family Resources Community Action Program**

**Phone:** 766-0900

**Address:** 245 Main Street, Woonsocket, RI 02895

**Website:** [www.famresri.org](http://www.famresri.org)

**Rhode Island Community Action Association**

If you are unsure where to go, the Rhode Island Community Action Association can help in finding the CAP agency that can best meet your needs.

**Phone:** 941-0774

## **Additional Community-based Agencies**

The following are additional community-based social service agencies providing various services for the elderly:

### **Progreso Latino**

Progreso Latino offers activities for Latino seniors including exercise, healthy meals, education, and social functions.

**Phone:** 728-5920

**Address:** 626 Broad Street, Central Falls, RI 02863

**Website:** [www.progresolatino.org](http://www.progresolatino.org)

### **Socio-Economic Development Center for Southeast Asians (SEDC)**

SEDC offers citizenship classes and is also a meal site.

**Phone:** 274-8811

**Address:** 270 Elmwood Avenue, Providence, RI 02907

**Website:** [www.sedcsea.org](http://www.sedcsea.org)

### **Urban League of Rhode Island**

Urban League provides a number of services for seniors including social services, recreational and educational activities, counseling, and support and referral for emergency assistance.

**Phone:** 351-5000 x100

**Address:** 246 Prairie Avenue, Providence, RI 02905

**Website:** [www.ulri.org](http://www.ulri.org)

# CHRONIC DISEASE RESOURCES

## Arthritis

### **The Arthritis Foundation, Northern & Southern NE Chapter**

The Arthritis Foundation, Northern & Southern NE Chapter, improves the lives of Rhode Islanders through leadership in the prevention, control, and cure of arthritis and related diseases. The Foundation offers programs and services to help people lead active lives, including:

- Aquatics programs
- Exercise programs
- Self-help programs
- Support groups
- Information and referral
- Advocacy

**Phone:** 739-3773

**Address:** 2348 Post Road, Suite 104, Warwick, RI 02886

**Website:** [www.arthritis.org](http://www.arthritis.org)

## Diabetes

### **American Diabetes Association**

The mission of the American Diabetes Association is to prevent and cure diabetes and to improve the lives of all people affected by the disease. Activities include diabetes research, information programs, support groups, and advocacy issues.

**Phone:** 351-1674

**Address:** 222 Richmond Street, Providence, RI 02903

**Website:** [www.diabetes.org](http://www.diabetes.org)

### **Chronic Disease Self-Management Program**

**Phone:** 222-7623

## **Diabetes Information Referral Resource Education Specialist (DIRES)**

**Phone:** 222-7623

### **Diabetes Resource Center**

The Diabetes Resource Center at the St. Joseph Hospital for Specialty Care addresses the needs of high risk diabetes populations, including the uninsured, under-insured, and the homeless. They help with crisis intervention, medication, medical supplies, case management, education, and access to social services. A Spanish speaking diabetes nurse educator is available part-time.

**Phone:** 456-4419

**Address:** 21 Peace Street, Providence, RI 02907

## **Down Syndrome**

### **Down Syndrome Society of Rhode Island**

The Down Syndrome Society of Rhode Island is dedicated to promoting the rights, dignity, and potential of all individuals with Down Syndrome through advocacy, education, public awareness, and support.

**Phone:** 463-5751

**Address:** 99 Bald Hill Road, Cranston, RI 02920

**Website:** [www.dssri.org](http://www.dssri.org)

## **Heart Disease**

### **American Heart Association (Rhode Island)**

The Association's mission is to build healthier lives, free of cardiovascular diseases and stroke.

**Phone:** 330-1702

**Address:** 222 Richmond Street, Suite 108, Providence, RI 02903

**Website:** [www.americanheart.org](http://www.americanheart.org)

## **Mended Hearts**

Mended Hearts is a support group for patients, spouses, family members, friends, and medical professionals who are faced with the realities of heart disease.

**Phone:** 766-0483

**Address:** Mended Hearts at Landmark, Chapter 338,  
156 Morin Street, Woonsocket, RI 02895

## **Multiple Sclerosis**

### **National Multiple Sclerosis Society, RI Chapter**

The Rhode Island chapter of the National Multiple Sclerosis Society provides various programs and services, including educational and social programs, information and referral, newly diagnosed support, financial assistance, care management, support groups, and more.

**Phone:** 738-8383

**Address:** 205 Hallene Road, Suite 209, Warwick, RI 02886

**Website:** [www.nationalmssociety.org/ri](http://www.nationalmssociety.org/ri)

## **Muscular Dystrophy**

### **Muscular Dystrophy Association**

The Muscular Dystrophy Association provides financial assistance for wheelchairs, leg braces, and communication devices. It also runs an equipment loan program and transportation to and from its clinic.

**Phone:** 732-1910

**Address:** 931 Jefferson Boulevard, #1005, Warwick, RI 02886

**Website:** [www.mda.org](http://www.mda.org)



## **Rare Disorders**

### **National Organization for Rare Disorders, Inc.**

This national organization works toward the prevention, treatment, and cure of rare diseases. It provides links to resources, information, and programs, including medication assistance programs.

**Phone:** 1-800-999-6673

**Website:** [www.rarediseases.org](http://www.rarediseases.org)

## **Parkinson Disease**

### **Rhode Island Chapter of the American Parkinson Disease Association (APDA)**

The APDA serves the patients and caregivers of Rhode Island and South Eastern Massachusetts through the Information and Referral Center at Kent Hospital, and a number of support groups across the state. They provide education, support, and socialization.

**Phone:** 823-5700

**Website:** [www.riapda.org](http://www.riapda.org)

# COMPULSIVE/PROBLEM GAMBLING RESOURCES

## **Gamblers Anonymous**

Gamblers Anonymous holds local meetings. Call them or visit their website for a listing.

**Phone:** 886-6850

**Website:** [www.gamblersanonymous.org](http://www.gamblersanonymous.org)

## **Gambling Hotline**

Seniors who are experiencing problems with gambling can call the Gambling Hotline.

**Phone:** 1-877-9-GAMBLE (1-877-942-6253)

## **Kent House, Inc.**

Kent House provides non-medical behavioral health services specializing in the issues of substance abuse and gambling, among other issues.

**Phone:** 781-2700 **TTY:** 467-5733

**Address:** 2020 Elmwood Avenue, Warwick, RI 02888

**Website:** [www.kenthouseinc.org](http://www.kenthouseinc.org)

## **RI Gambling Treatment Program of Rhode Island Hospital**

People seeking treatment for problem gambling can contact this program, which accepts individuals without health insurance.

**Phone:** 277-0707

**Website:** [www.lifespan.org/rih/services/mentalhealth/gambling](http://www.lifespan.org/rih/services/mentalhealth/gambling)

# CONSUMER PROTECTION RESOURCES

Scams, frauds, and schemes cost seniors and disabled consumers millions of dollars each year. These organizations can help consumers avoid being victimized, preserve valuable assets and resources, and provide ways to report scams and questionable business practices.

## **Better Business Bureau**

The Better Business Bureau tracks information on many businesses throughout the United States and Canada. BBB may also help resolve consumer complaints against businesses.

**Phone:** 1-800-422-2811

**Website:** [www.rhodeisland.bbb.org](http://www.rhodeisland.bbb.org)

## **National Do Not Call Registry**

The National Do Not Call Registry allows individuals to limit the number of telemarketing calls they receive.

**Phone:** 1-888-382-1222

**Website:** [www.donotcall.gov](http://www.donotcall.gov)

## **Rhode Island Attorney General's Consumer Protection Unit**

The RI Attorney General's Consumer Protection Unit provides assistance with consumer complaints against businesses. You should also contact the Unit if you think you have been scammed. If you feel that you have been victimized by a fraud, scam, or scheme, it is also a good idea to contact your local police department.

**Phone:** 274-4400

**Address:** 150 South Main Street, Providence, RI 02908

**Website:** [www.riag.ri.gov](http://www.riag.ri.gov)

### **Rhode Island Contractors' Registration Board**

The Rhode Island Contractors' Registration Board mediates disputes between homeowners and contractors.

**Phone:** 222-1268 TTY: 222-6334

**Address:** One Capitol Hill, Providence, RI 02908

**Website:** [www.crb.state.ri.us](http://www.crb.state.ri.us)

### **Rhode Island Senior Medicare Patrol (SMP)**

Rhode Island SMP helps persons get the most out of their health care and encourages persons to report Medicare and Medicaid fraud, waste, and abuse. For information about SMP, call THE POINT.

**Phone:** 462-4444

**Address:** 171 Service Road, Warwick, RI 02886

**Hours of operation:** M, W, F 8:30 a.m. to 4:00 p.m.

T, Th 8:30 a.m. to 7:00 p.m.

**Website:** [www.ThePointRI.org](http://www.ThePointRI.org)

### **U.S. Postal Service**

Contact the U.S. Postal Service to report mail fraud.

**Phone:** 276-6930

# DENTAL SERVICES

## **Bayside Family Healthcare**

**Phone:** 295-9706

**Address:** 308 Callahan Road, North Kingstown, RI 02852

## **Blackstone Valley Community Healthcare**

Blackstone Valley Community Healthcare provides dental services for its medical patients.

**Phone:** 729-5239

**Address:** 210 Main Street, Pawtucket, RI 02860

## **Community College of Rhode Island Dental Hygiene Clinic**

The Community College of Rhode Island Dental Hygiene Clinic offers dental cleanings from September through May. In addition to cleanings, oral cancer screening, periodontal examination, polishing, fluoride treatment, information on dental health, and blood pressure monitoring are provided. Nominal fees apply.

**Phone:** 333-7250

**Address:** 1762 Louisquisset Pike, Lincoln, RI 02865

**Website:** [www.ccri.edu](http://www.ccri.edu)

## **Donated Dental Program**

The Donated Dental program offers free or reduced-cost dental services to income-eligible seniors.

**Phone:** 1-866-572-9390 or 728-9448

**Website:** [www.nfdh.org](http://www.nfdh.org)

### **Northwest Community Health Care**

The Northwest Community Healthcare Center provides general dentistry services to eligible residents of Burrillville, Foster, Glocester, North Smithfield and Smithfield. Fees are charged on a sliding scale based on income.

**Phone:** 568-7661

**Address:** 36 Bridgeway, Pascoag, RI 02859

**Website:** [www.northwesthealthcare.org](http://www.northwesthealthcare.org)

### **Providence Community Health Center Dental Clinic**

**Phone:** 444-0430

**Address:** 557 Broad Street, Providence, RI 02907

### **Samuels Sinclair Dental Center at RI Hospital**

The center serves adults who have special health care needs and/or developmental disabilities. There may be a waiting list for appointments.

**Phone:** 444-5284

**Address:** 593 Eddy Street, Providence, RI 02903

### **Thundermist Health Centers--Wakefield\***

**Phone:** 783-5646

**Address:** 1 River Street, Wakefield, RI 02879

**Website:** [www.thundermisthealth.org](http://www.thundermisthealth.org)

### **Thundermist Health Centers – West Warwick\***

**Phone:** 615-2800

**Address:** 1219 Main Street, West Warwick, RI 02893

**Website:** [www.thundermisthealth.org](http://www.thundermisthealth.org)

### **Thundermist Health Centers – Woonsocket\***

**Phone:** 767-4100

**Address:** 191 Social Street – 9th Floor, Woonsocket, RI 02895

**Website:** [www.thundermisthealth.org](http://www.thundermisthealth.org)

**Wilcox Family Health Center**

**Phone:** 732-9090

**Address:** 226 Buttonwoods Avenue, Warwick, RI 02886

**Wood River Health Services**

**Phone:** 539-2461

**Address:** 823 Main Street, Hope Valley, RI 02832

**Website:** [www.rihca.org](http://www.rihca.org)

*\* Call location to see if you have to be a medical patient for dental services.*

# DEPARTMENT OF ELDERLY AFFAIRS (DEA) PHONE NUMBERS

Main Number .....	462-3000
Director .....	462-0501
Health Insurance Counseling/ Senior Health Insurance Program (SHIP) .....	462-0560
Home & Community Care .....	462-0570
Housing Security & Assistance.....	462-0539
Medication Assistance/ Rhode Island Pharmaceutical Assistance to the Elderly.....	462-3000
Protective Services.....	462-0555
Senior Companion Program.....	462-0569
THE POINT .....	462-4444

**Address:** John O. Pastore Center, Hazard Building, 74 West Road,  
Cranston, RI 02920

**Website:** [www.dea.state.ri.us](http://www.dea.state.ri.us)

*Note: Rhode Island residents can dial any DEA telephone number from their residential phone without incurring a toll charge on their telephone bill.*



# DISABILITIES AGENCIES AND SERVICES

## THE POINT

THE POINT is Rhode Island's Aging and Disability Resource Center. It is a one-stop call center for information and referral for programs and services that support seniors, adults with disabilities, and their families and caregivers. THE POINT staff provide information, in multiple languages, regarding topics such as long term care and community care options, health insurance, medication assistance, Medicare and the Medicare Prescription Drug Program (Medicare Part D), Rhode Island Pharmaceutical Assistance to the Elderly (RIPAE), Medicaid and other support programs and services.

**Phone:** 462-4444

**Address:** 171 Service Road, Warwick, RI 02886

**Hours of operation:** M, W, F 8:30 a.m. to 4:00 p.m.

T, Th 8:30 a.m. to 7:00 p.m.

**Website:** [www.ThePointRI.org](http://www.ThePointRI.org)

## Assistive Technology Access Partnership

Assistive Technology Access Partnership (ATAP) is a group of agencies that work together to reduce or eliminate barriers to access or funding for assistive technology devices and services for individuals with disabilities of all ages.

**Phone:** 421-7005 TTY: 421-7016

**Address:** 40 Fountain Street, Providence, RI 02903

**Website:** [www.atap.ri.gov](http://www.atap.ri.gov)

### **Department of Mental Health, Retardation, and Hospitals**

Persons who had a significant disability before age 22 should call the Division of Developmental Disabilities at the Department of Mental Health, Retardation, and Hospitals about options for various services.

**Phone:** 462-3234

**Address:** 14 Harrington Road, Pastore Complex, Cranston, RI 02920

**Website:** [www.mhrh.ri.gov](http://www.mhrh.ri.gov)

### **Governor's Commission on Disabilities**

The Commission's objective is to ensure that all people with disabilities are afforded the opportunities to exercise all the rights and responsibilities afforded to citizens of this state and that each person with a disability is able to reach his/her maximum potential in independence, human development, productivity, and self-sufficiency.

**Phone:** 462-0100

**Address:** 41 Cherry Dale Court, John O Pastore Center,  
Cranston, RI 02920

**Website:** [www.disabilities.ri.gov](http://www.disabilities.ri.gov)

### **Living in Fulfilling Environments, Inc. (LIFE)**

LIFE provides a wide range of community-based experiences and supports to individuals with developmental disabilities.

**Phone:** 254-2910

**Address:** 490 Metacom Avenue, Bristol, RI 02809

**Website:** [www.lifeinc.ri.org](http://www.lifeinc.ri.org)

### **Office of Rehabilitative Services-Disability Determination Services**

The Office of Rehabilitative Services administers the Disability Determination Services for the Social Security Administration. This unit determines the medical eligibility of individuals with disabilities applying for cash benefits.

**Phone:** 222-3182 **TTY:** 421-7016

**Address:** 40 Fountain Street, Providence, RI 02903

**Website:** [www.ors.ri.gov](http://www.ors.ri.gov)

### **Opportunities Unlimited For People With Differing Abilities, Inc.**

Opportunities Unlimited For People With Differing Abilities, Inc. provides support services for adults with disabilities. Services include case management, assistance with personal care, money management, and day services. Services can occur in the home or in a home operated by the agency.

**Phone:** 942-9044

**Address:** 1 Worthington Road, Cranston, RI 02920

### **Ocean State Center for Independent Living (OSCIL)**

Call OSCIL for information about services, housing, or transportation for adults with disabilities.

**Phone:** 738-1013 or 1-866-857-1161 (toll free) **TTY:** 738-1015

**Address:** 1944 Warwick Avenue, Warwick, RI 02889

**Website:** [www.oscil.org](http://www.oscil.org)

### **Outdoor Explorations**

Outdoor Explorations makes the outdoors a welcoming place for people with disabilities through its outdoor programs. While the organization is based in the Greater Boston area, it often offers programs in Rhode Island.

**Phone:** 781-395-4999 **TTY:** 781-395-4184

**Address:** 98 Winchester Street, Medford, MA 02155

**Website:** [www.outdoorexplorations.org](http://www.outdoorexplorations.org)

### **PARI**

PARI can provide information about services, housing, or transportation for adults with disabilities. PARI also runs a Personal Care Assistant Program.

**Phone:** 725-1966

**Address:** 500 Prospect Street, Pawtucket, RI 02860

**Website:** [www.pari-ilc.org](http://www.pari-ilc.org)

### **Rhode Island Disability Law Center**

Rhode Island Disability Law Center provides free legal assistance to persons with disabilities. Services include individual representation to protect rights or to secure benefits and services, self-help information, educational programs and administrative and legislative advocacy. The agency administers eight federally funded advocacy programs, each of which has its own eligibility criteria.

**Phone:** 831-3150 **TTY:** 831-5335

**Address:** 275 Westminster Street, Suite 401, Providence, RI 02903

**Website:** [www.ridlc.org](http://www.ridlc.org)

### **Re-Focus, Inc.**

Re-Focus supports adults with developmental disabilities in their own homes and in group homes. Re-Focus also provides day supports in the community and job training.

**Phone:** 272-1600

**Address:** 45 Greeley Street, Providence, RI 02904

**Website:** [www.re-focusinc.org](http://www.re-focusinc.org)

### **Social Security Disability Insurance Program (SSDI)**

The Social Security Administration is the primary source of information for Social Security Disability Insurance (SSDI). You can apply on-line or at your local Social Security office. See page 132 for a listing of local offices.

**Phone:** 1-800-772-1213 **TTY:** 1-800-325-0778

**Hours of operation:** Monday-Friday 7:00 a.m.-7:00p.m.;  
automated phone service 24 hours/day

**Website:** [www.ssa.gov](http://www.ssa.gov)

### **TechACCESS of RI**

TechACCESS of Rhode Island enables persons with disabilities to try out computers, software, and other assistive and adaptive equipment.

**Phone:** 463-0202

**Address:** 110 Jefferson Boulevard, Suite I, Warwick, RI 02888

## **VSA Arts of Rhode Island**

VSA Arts of Rhode Island provides classes in music, dance, and art for adults with developmental disabilities.

**Phone:** 725-0247

**Address:** 500 Prospect Street, Pawtucket, RI 02860

**Website:** [www.vsartsri.org](http://www.vsartsri.org)

# DOMESTIC VIOLENCE

## **Department of Elderly Affairs Protective Services**

The Department of Elderly Affairs (DEA) Protective Services Unit is responsible for investigating complaints of abuse of Rhode Islanders 60 and older by a family member, caregiver, or person with duty of care. Abuse may be physical, emotional, sexual, or financial. It may include exploitation, abandonment, neglect, or self-neglect.

Rhode Island law requires any person who has reasonable cause to believe that an elderly person has been abused to report it to the Department of Elderly Affairs. Failure to report abuse of a person 60 or older can result in a fine of up to \$1,000. The DEA Protective Services Unit will develop a care plan to prevent additional abuse and address the elder's social service needs.

To file an elderly abuse or self-neglect report 24 hours a day, any day of the week and on nights, weekends, and holidays, call the DEA Protective Services Unit.

**Phone:** 462-0555

## **Rhode Island Coalition Against Domestic Violence**

The Rhode Island Coalition Against Domestic Violence works to eliminate domestic violence in Rhode Island. Its mission is to support and enhance the work of its member agencies and to provide leadership on the issue of domestic violence. The Coalition has a 24 hour hotline. In addition, the Coalition has developed "A Guide to Living Safely for Older Adults" that can be obtained by calling them.

**24 Hour hotline:** 1-800-494-8100

**Phone:** 467-9940

**Website:** [www.ricadv.org](http://www.ricadv.org)

The following agencies are members of the Rhode Island Coalition Against Domestic Violence:

**Blackstone Valley Advocacy Center**

**Phone (24-hour helpline):** 723-3057

**Address:** P.O. Box 5643, Pawtucket, RI 02862

**Website:** [www.bvadvocacycenter.org](http://www.bvadvocacycenter.org)

**Communities served:** Pawtucket, Central Falls, Lincoln, Cumberland

**Day One**

**Victims of Crime Helpline:** 1-800-494-8100

**Phone:** 421-4100

**Address:** 100 Medway Street, Providence, RI 02906

**Website:** [www.dayoneri.org](http://www.dayoneri.org)

**Domestic Violence Resource Center of South County**

**24 hour hotline:** 782-3990 **Toll Free:** 1-866-782-3990

**Phone:** 782-3995

**Wakefield address:** 61 Main Street, Wakefield, RI 02879

**Westerly address:** 7 Pierce Street, Westerly, RI 02891

**Website:** [www.wrcsc.org](http://www.wrcsc.org)

**Communities served:** Block Island, Narragansett, North Kingstown, South Kingstown, Westerly, Hopkinton, Exeter, Richmond, Charlestown

**Elizabeth Buffum Chace Center**

**Crisis Hotline:** 738-1700

**Phone:** 738-9700

**Address:** PO Box 9476, Warwick, RI 02889

**Website:** [www.ebccenter.org](http://www.ebccenter.org)

### **Sojourner House**

**Providence 24-Hour Helplines:** 658-4334, 765-3232, 647-1514

**Address:** 386 Smith Street, Providence, RI 02908

**Website:** [www.sojournerri.org](http://www.sojournerri.org)

**Communities served:** Providence, Woonsocket, Smithfield, North Smithfield, Glocester, Burrillville, Foster

### **Women's Center of RI**

**24 Hour hotline:** 861-2760 **Phone:** 861-2761

**Address:** PO Box 603300, Providence, RI 02906

**Website:** [www.womenscenterri.org](http://www.womenscenterri.org)

**Communities served:** Providence, East Providence

### **Women's Resource Center of Newport and Bristol Counties**

**Newport hotline:** 847-2533

**Bristol/Warren phone:** 247-2070

**Little Compton phone:** 625-1144

**Jamestown phone:** 423-9649

**After hours hotline:** 256-3761

**General phone:** 846-5263

**Website:** [www.wrcnbc.org](http://www.wrcnbc.org)

**Communities served:** Barrington, Bristol, Warren, Newport, Middletown, Portsmouth, Tiverton, Jamestown, Little Compton



# DURABLE MEDICAL EQUIPMENT (DME)

People who have just returned home from a hospital stay, or persons who have problems with mobility often need medical equipment, such as a hospital bed, wheelchair, walker, tub chair, or commode. Hospital discharge planners, physical therapists, or social workers can help seniors order this equipment.

## **Medicare**

In cases where equipment is determined to be medically necessary, Medicare may help cover the cost.

**Phone:** 1-800-MEDICARE (1-800-633-4227).

## **Department of Human Services (DHS)**

For information on coverage for durable medical equipment, you can also call DHS.

**Phone:** 462-5300 **TTY:** 462-3363

## **Muscular Dystrophy Association**

The Muscular Dystrophy Association provides financial assistance for wheelchairs, leg braces, and communication devices. It also runs an equipment loan program and transportation to and from its clinic.

**Phone:** 732-1910

**Address:** 931 Jefferson Boulevard, #1005, Warwick, RI 02886

**Website:** [www.mda.org](http://www.mda.org)

## **PARI**

PARI provides previously-used durable medical equipment.

**Phone:** 725-1966

**Address:** 500 Prospect Street, Pawtucket, RI 02860

**Website:** [www.pari-ilc.org](http://www.pari-ilc.org)

*Note: Always check with your health insurance for a DME network provider.*

# EDUCATION OPPORTUNITIES

## **Colleges and Universities**

Rhode Island residents 60 and older may take courses at state colleges, including the University of Rhode Island, without paying tuition, on a space-available basis. Students must have a household income less than three times the Federal Poverty Limit. Other fees and charges may apply.

Local private colleges and universities may have adult education programs. Contact the school's office of continuing education for more information.

## **Elderhostel**

The Elderhostel program is the world's largest travel and education organization for persons 55 and older. The organization's focus is on educational and lifelong learning adventures. Financial assistance is available to eligible seniors to attend an Elderhostel program.

**Phone:** 1-877-426-8056

**Website:** [www.elderhostel.org](http://www.elderhostel.org)

## **Local Learning Resources**

Some churches, libraries, and other organizations sponsor lifetime learning groups. Contact your local school department for information on adult education.

## **The Osher Lifelong Learning Institute**

The Osher Lifelong Learning Institute at the University of Rhode Island is a learning community for active adults, starting at age 50, who wish to explore a wide variety of subjects and programs without worry of exams, grades, or academic requirements. There is a \$50 inaugural membership fee.

**Phone:** 874-5331 or 864-7846

**Website:** [www.uri.edu/OLLI](http://www.uri.edu/OLLI)

# ELDER ABUSE AND NEGLECT

## Department of Elderly Affairs Protective Services

The Department of Elderly Affairs Protective Services Unit is responsible for investigating complaints of abuse of Rhode Islanders 60 and older by a family member, caregiver, or person with duty of care. Abuse may be physical, emotional, sexual, or financial. It may include exploitation, abandonment, neglect, or self-neglect.

Rhode Island law requires any person who has reasonable cause to believe that an elderly person has been abused to report it to the Department of Elderly Affairs. Failure to report abuse of a person 60 or older can result in a fine of up to \$1,000. The DEA Protective Services Unit will develop a care plan to prevent additional abuse and address the elder's social service needs. Callers may report anonymously.

Self-Neglect occurs when a person is no longer able to care for himself or herself. Reports of self-neglect are also made to the DEA Protective Services Unit. The senior's needs are assessed and necessary services are offered.

DEA records pertaining to a person reported to be abused, neglected, exploited, or abandoned are confidential and are not deemed public records. To file an elderly abuse or self-neglect report 24 hours a day, any day of the week and on nights, weekends, and holidays, call the DEA Protective Services Unit.

**Phone:** 462-0555

### **Alliance for Better Long Term Care**

The state's Long Term Care Ombudsman Office is run by the Alliance for Better Long Term Care. The assisted living ombudsman, and home care ombudsman programs advocate, mediate, and help to solve problems for residents of nursing homes, assisted living facilities, and those receiving home care or hospice services. The state ombudsman is also responsible for investigating complaints of inadequate care and elder abuse. All reports of abuse and neglect are confidential. You can call the Alliance for Better Long Term Care for more information or to file a report. See page 116.

**Phone:** 785-3340

**Address:** 422 Post Road, Warwick, RI 02888

**National website:** [www.ltcombudsman.org](http://www.ltcombudsman.org)

### **Rhode Island Volunteer Guardianship Program**

The Volunteer Guardianship Program (VGP) provides volunteer guardians to low income elders in the community and in long-term care settings. The primary focus of the VGP is to enable elders to live with dignity in the community as their health declines. Cornerstone Adult Day Services, Inc, administers the program for the Department of Elderly Affairs.

**Phone:** 739-2844 x36

**Address:** 3270 Post Road, Warwick, RI 02886

# EMERGENCY ALERT SYSTEMS

Emergency Alert Systems provide a valuable time-saving link between people who are alone and a communications center. An emergency alert system gives homebound or “at risk” persons peace of mind in knowing that help is only a touch-of-a-button away, 24 hours a day. In an emergency situation, the client presses a button he or she carries to activate emergency alert contacts. You do not have to purchase emergency alert systems. Many are available with an installation fee and a monthly rental fee.

## THE POINT

Contact THE POINT for a listing of agencies offering emergency alert system equipment. The systems are available throughout Rhode Island.

**Phone:** 462-4444

**Address:** 171 Service Road, Warwick, RI 02886

**Hours of operation:** M, W, F 8:30 a.m. to 4:00 p.m.  
T, Th 8:30 a.m. to 7:00 p.m.

**Website:** [www.ThePointRI.org](http://www.ThePointRI.org)

# EMPLOYMENT

## Employment for Seniors

### **netWORKri**

The Rhode Island Department of Labor and Training is a member of the netWORKri partnership that sponsors employment and training programs for persons 55 and older. Information is available at the following netWORKri offices:

#### **Newport**

**Phone:** 847-2038

**Address:** 73 Valley Road, Middletown, RI 02842

#### **Pawtucket**

**Phone:** 722-3100

**Address:** 175 Main Street, Pawtucket, RI 02860

#### **Providence**

**Phone:** 462-8900

**Address:** 1 Reservoir Avenue, Providence, RI 02907

#### **West Warwick**

**Phone:** 828-8382

**Address:** 1330 Main Street, West Warwick, RI 02893

#### **Woonsocket**

**Phone:** 235-1201

**Address:** 219 Pond Street, Woonsocket, RI 02895

### **Senior Community Service Employment Program**

The Department of Elderly Affairs partners with SER-Jobs for Progress to administer The Senior Community Service Employment Program (SCSEP). SCSEP provides employment and training opportunities through placement at non-profit agencies statewide. Participants earn minimum wage, work 20 to 30 hours weekly, and develop skills on the job for future employment. The goal for each individual is to obtain permanent part-time or full-time employment.

**Phone:** 724-1820

**Address:** 101 Main St., Suite 302, Pawtucket, RI 02860

### **Senior Companion Program**

Rhode Island's Senior Companion Program is sponsored by the Department of Elderly Affairs. Program volunteers serve frail, isolated older adults in their own homes, adult day centers, and other community sites. The program keeps people linked to the community and enhances independence by providing a variety of services, such as help with food shopping, companionship, and reading mail. All volunteers are 60 and over, have limited income, and receive a tax-free stipend and other benefits while serving clients 20 hours weekly.

**Phone:** 462-0569

## **Employment for Adults With Disabilities**

### **A New Leaf**

A New Leaf Florist Shop is a nonprofit agency providing employment and job training to people with psychiatric disabilities.

**Phone:** 351-4330

**Address:** 135 Gano Street, Providence, RI 02906

**Website:** [www.anewleafflorist.org](http://www.anewleafflorist.org)

### **Cookie Place**

Cookie Place is a nonprofit bakery providing employment and job training to people with mental disorders.

**Phone:** 351-8789

**Address:** 2 Cathedral Square, Providence, RI 02903

### **Goodwill Industries of Rhode Island**

Goodwill Industries of Rhode Island is a comprehensive education and employment center serving the needs of persons with disabilities and other barriers to employment. Services include vocational evaluations, computer training, job development and placement, and job coaching services.

**Phone:** 861-2080 **TTY:** 331-2830

**Address:** 100 Houghton Street, Providence, RI 02904

**Website:** [www.goodwill.org](http://www.goodwill.org)

### **Office of Rehabilitative Services-Vocational Rehabilitation**

The Vocational Rehabilitation Program assists individuals with disabilities to choose, prepare for, obtain, and maintain employment.

**Phone:** 421-7005 **TTY:** 421-7016

**Address:** 40 Fountain Street, Providence, RI 02903

**Website:** [www.ors.ri.gov](http://www.ors.ri.gov)

### **Rhodes to Independence**

Rhodes to Independence can provide information about the Sherlock Plan and Social Security Work Incentive, which provide health insurance for people with disabilities who are working.

**Phone:** 462-6022

**Website:** <http://rhodestoind.startlogic.com>



# FINANCIAL COUNSELING/ DEBT MANAGEMENT

## **Consumer Credit Counseling**

Consumer Credit Counseling of South East New England (a division of Money Management International) provides financial counseling, financial education, debt management programs, and housing counseling. Services are provided either in person or over the Internet. All information is confidential. Consumer Credit Counseling helps clients resolve financial difficulties and achieve long term financial well-being and lifelong financial management skills. Call the number below to schedule an appointment.

**Phone:** 1-866-889-9347

**Address:** 501 Centerville Road, Warwick, RI 02886

**Website:** [www.MoneyManagement.org](http://www.MoneyManagement.org)

## **Mortgage counseling**

Rhode Island Housing works with various non-profit organizations to prevent elder consumers from becoming victims of predatory loan practices. Counseling is available for consumers who are looking for a loan, refinancing, have fallen behind on mortgage payments, or are facing foreclosure.

**Phone:** 1-800-436-3180

**Website:** [www.dontborrowtroubleri.org](http://www.dontborrowtroubleri.org)

# FIRE & POLICE ADVOCATES FOR SENIOR CITIZENS

## Commission for the Safety and Care of the Elderly

The Commission for the Safety and Care of the Elderly works closely with the Senior Citizen Fire and Police Advocates in each community and offers training regarding domestic violence, personal security, and other issues that affect the quality of life for seniors.

Phone: 462-0546.

## Senior Citizen Fire Advocates

Albion Fire Department: Peter Adam.....	333-1242
Chepachet: Dennis Foster.....	568-5200
Cranston: Leo Kennedy .....	780-4021
Cumberland Hill:Richard Susi .....	658-0544
East Greenwich: Susan Hawksley.....	886-8686
East Providence: Paul Cotter.....	435-7600
Exeter: Woody Davis.....	295-8752
Foster Center: Robert Peterson.....	647-9294
Harmony: Donna DeConte.....	949-1188
Hope Jackson Fire Co.:Donald Campbell.....	828-6460
Hope Valley/Wyoming:Raymond Bader .....	539-2229
Hopkins Hill: Frank Brown, Sr.....	821-6866
Johnston: Mark Ramieri/Kenneth Fellela .....	351-1600
Kingston: Nathan Barrington .....	783-6830
Lincoln: Stephen Tucker.....	334-2131
Little Compton: Randall Watt .....	635-2324
Lonsdale: Ryan Griffin .....	725-8125
Manville: Scott Kline.....	762-4170
Middletown: Scott Cutting .....	842-4647
Newport: Kevin Garcia .....	847-5916
North Cumberland: Fred Mitchell, Jr. ....	333-5111
North Kingstown:Michael LeClair.....	294-3346 x0
North Smithfield: Richard Brissette .....	762-1135

Pawtucket: John McConaghy .....	725-1422
Portsmouth: Robert Church.....	683-1200
Providence: Russell Krapf/ Antiliano Estrella.....	243-6071 or 243-6059
RI Airport Corporation: Paul Healy.....	737-4000 x267
Smithfield: Leonard Anthony .....	949-1330
South Kingstown: William Buckley .....	783-3321
Tiverton: Robert Lloyd .....	625-6786
Valley Falls: Brian Jackvony.....	722-5972
Wallum Lake Volunteer: Robert Bishop.....	568-9019
Warren: Alexander Galinelli.....	245-7600
Warwick: Kevin Sullivan .....	468-4000
West Glocester: Brian McKay .....	568-2422

## Senior Citizen Police Advocates

Barrington: Josh Birrell/Joseph Benedetti .....	437-3930
Block Island: Vincent Carleone .....	466-3220
Bristol: Adam Clifford .....	253-6900
Burrillville: Brian Pitts .....	568-6255
Central Falls: Larry Ouelette.....	727-7411
Charlestown: Jack Shippee .....	364-1212
Coventry: Richard Pendola.....	826-1100
Cranston: Carl Ricci .....	477-5073
Cumberland: Michael Kinch.....	333-2500
East Greenwich: John Carter .....	884-2244
East Providence: Thomas Aguiar .....	435-7630
Exeter: Eric Lariviere .....	444-1068
Foster: William Ziehl.....	397-3317
Glocester: Kimberly Bertholic/Alan Gusdafson.....	568-2533
Hopkinton: John Patton .....	377-7750
Jamestown: John Areson.....	423-1212
Johnston: James Amodei.....	231-4210

Lincoln: Scott Vincenzi.....	333-1100
Little Compton: Sue Cressman.....	635-2311
Middletown: Kelly Mitchell.....	846-1144
Narragansett: Robert Storm .....	789-1091 x305
North Kingstown: Daniel Ormond .....	294-3316
Newport: Jimmy Winters.....	847-1302
 North Providence:	
Joseph Sanita/John Anzivino .....	233-1433
North Smithfield: Tom LaFleur.....	762-1212
Pawtucket: Angelo Squadrito.....	727-9100
Portsmouth: Brett Bucholz .....	683-0300
Providence: William Merandi .....	243-6407
Richmond: Raymond Driscoll .....	539-8289
Scituate: Donald Delaere .....	821-5900
Smithfield: Orlando Braxton/Robert Squillante.....	231-2500
South Kingstown: Paul Oroho .....	783-3321
Tiverton: Shawn Lafferty.....	625-6716
Warren: Joseph Loiselle .....	245-1311
Warwick: Steve Lombardi.....	468-4325
Westerly: Michael Turano.....	596-2022
West Greenwich: Ray Cappelli.....	397-7191
West Warwick: Sandra Marinucci.....	821-4323
Woonsocket: Brian Camara .....	766-1212
State Police: Eric Croce .....	444-1000

# FOOD SERVICES

## Food Assistance/ Food Pantries

### Supplemental Nutrition Assistance Program – SNAP

(formerly called Food Stamps) The Supplemental Nutrition Assistance Program (SNAP) can help individuals and families who are struggling financially to purchase food.

#### Eligibility:

Household size:	1 person	2 persons
Monthly income:	\$1,127	\$1,517
Resources:	\$3,000	\$3,000

*\*These numbers are based on the 2009 Federal Poverty Limit guidelines.*

Some deductions are subtracted from a person's gross income. They may include a deduction for household and telephone expenses, an earned income deduction for individuals who are working, and deductions for medical expenses and excess shelter costs. Adults who are eligible for the Supplemental Nutrition Assistance Program receive their benefits using an Electronic Benefit Transfer (EBT) card. The EBT card is accepted at grocery and retail food stores across the state.

Seniors may request a home interview. Call a local Department of Human Services (DHS) office for information or assistance in applying:

**Newport/Aquidneck Island:** 849-6000

**Northern Rhode Island:** 235-6300

**Pawtucket/Central Falls/East Bay:** 729-5400

**Providence:** 222-7276

**Warwick/Cranston/Southern RI:** 736-6511

You can also apply for food assistance on-line at:

**Website:** [www.foodstamps.ri.gov](http://www.foodstamps.ri.gov)

### **Comprehensive Community Action Program**

This program provides food assistance for residents of Cranston, Coventry, Scituate, and Foster.

**Phone:** 467-9610

**Address:** 311 Doric Avenue, Cranston, RI 02910

**Website:** [www.comcap.org](http://www.comcap.org)

### **Crossroads Rhode Island**

Crossroads Rhode Island provides emergency food services.

**Phone:** 521-2255 **TTY:** 277-4381

**Address:** 160 Broad Street, Providence, RI 02903

**Website:** [www.crossroadsri.org](http://www.crossroadsri.org)

### **Poverello Center**

The Poverello Center is run by the St. Frances Chapel and City Ministry and provides emergency food services.

**Phone:** 455-3740

**Address:** 668 Hartford Avenue, Providence, RI 02909

### **Rhode Island Coalition for the Homeless**

The Rhode Island Coalition for the Homeless provides emergency food services.

**Phone:** 421-6458

**Address:** 160 Broad Street, Providence, RI 02903

### **Rhode Island Community Food Bank**

The Rhode Island Community Food Bank helps people stretch their food budgets. Their website has a listing of local food pantries and meal sites.

**Phone:** 942-6325 or dial 211 for a listing of local food pantries and meal sites.

**Address:** 200 Niantic Avenue, Providence, RI 02905

**Website:** [www.rifoodbank.org](http://www.rifoodbank.org)

## **THE POINT**

THE POINT can provide a current listing of food pantries and meal sites.

**Phone:** 462-4444

**Address:** 171 Service Road, Warwick, RI 02886

**Hours of operation:** M, W, F 8:30 a.m. to 4:00 p.m/  
T, Th 8:30 a.m. to 7:00 p.m.

**Website:** [www.ThePointRI.org](http://www.ThePointRI.org)

## **Local Churches**

In addition to these agencies, many local churches have food pantries or emergency assistance food programs.

# FOOD SERVICES

## Meals and Nutrition Services

### **Ocean State Senior Dining Program**

The Ocean State Senior Dining Program provides nutritionally balanced, hot lunches served five days a week at more than 75 meal sites for persons who are 60 or older or disabled. Persons may donate to the cost of the meal, but no one is refused a meal if unable to contribute. Transportation to the nearest meal site is available. At least 24 hours notice is required for reservations.

To locate your local meal site, call one of these regional nutrition sites:

### **Blackstone Health, Inc. /C.O.A.S.I**

**Phone:** 728-9290

**Address:** 420 Main Street, Pawtucket, RI 02860

**Website:** [blackstonehealth.org](http://blackstonehealth.org)

**Communities served:** Blackstone Area

### **East Bay Community Action Program**

**Phone:** 437-1000

**Address:** 100 Bullocks Point Avenue, Riverside, RI 02915

**Website:** [www.ebcap.org](http://www.ebcap.org)

**Communities served:** East Bay, Bristol, Newport Counties, Pawtucket, Central Falls

### **Meals on Wheels of Rhode Island**

**Phone:** 351-6700

**Address:** 70 Bath Street, Providence, RI 02908

**Website:** [www.rimeals.org](http://www.rimeals.org)

**Communities served:** Providence



### **Westbay Community Action Program**

**Phone:** 732-4660

**Address:** 205 Buttonwoods Avenue, Warwick, RI 02886

**Website:** [www.westbaycap.org](http://www.westbaycap.org)

**Communities served:** Kent and Washington Counties

### **Woonsocket Senior Services**

**Phone:** 766-3734

**Address:** 84 Social Street, Woonsocket, RI 02895

**Website:** [www.seniorservicesri.org](http://www.seniorservicesri.org)

**Communities served:** Woonsocket, North Smithfield, Burrillville, Gloucester, Foster, Smithfield, Cumberland, Lincoln

### **Meals on Wheels**

Meals on Wheels of Rhode Island provides delivery of a hot, nutritious noontime meal to frail, homebound seniors five days per week. To qualify, seniors must be 60 years or older, live alone and have no one to help them, and be unable to shop, cook, or drive. Persons with a disability who are under 60 may be eligible in certain circumstances. Donations for the meal are accepted.

**Phone:** 351-6700

**Address:** 70 Bath Street, Providence, RI 02908

**Website:** [www.rimeals.org](http://www.rimeals.org)

# FRIENDLY VISITING

## **Neighborhood Friendly Visitor Program**

The Neighborhood Friendly Visitor Program provides companionship and friendly support to homebound elderly persons across the state. Volunteers visit, read, write letters, and chat with people who are homebound who benefit from regular social contact. This program welcomes seniors who wish to volunteer their time for a few hours each week. Homebound seniors may also call to find out about getting a visitor.

**Phone:** 421-7833 x4

**Address:** 184 Broad Street, Providence, RI 02903

## **Retired Senior Volunteer Programs**

Most Retired Senior Volunteer Programs (RSVP) in Rhode Island also provide opportunities for friendly visiting activities. Please refer to the list of RSVP organizations under “Volunteer Opportunities” on page 145 in this booklet.

## **Senior Companion Program**

Rhode Island’s Senior Companion Program is sponsored by the Department of Elderly Affairs. Program volunteers serve frail, isolated older adults in their own homes, adult day centers, and other community sites. The program keeps people linked to the community and enhances independence by providing a variety of services, such as help with food shopping, companionship, and reading mail. All volunteers are 60 and over, have limited income, and receive a tax-free stipend and other benefits while serving clients 20 hours weekly.

**Phone:** 462-0569

**Seniors Helping Others (SHO)**

Seniors Helping Others volunteer organization provides visitation, among other services.

**Phone:** 789-2362

**Address:** 25 St. Dominic Road, Wakefield, RI 02879

**Website:** [www.southernrivol.org](http://www.southernrivol.org)

# GERIATRIC HEALTH ASSESSMENT

Geriatric health assessment units conduct comprehensive assessments of a person's medical status. Seniors who have shown recent changes in their physical, psychological, or social functioning are candidates for assessment. A team of professionals identifies health and medical problems and plans a course of treatment. These organizations offer geriatric assessments:

**East Providence: RI Mood and Memory Research Institute**

**Phone:** 435-8950

**Address:** 1018 Waterman Ave., East Providence, RI 02914

**North Providence: Roger Williams Geriatric Assessment Program**

**Phone:** 231-0450

**Address:** 2 Atlantic Boulevard, North Providence, RI 02911

**Pawtucket: Memorial Hospital Neurology Department**

**Phone:** 729-2483

**Address:** 111 Brewster Street, Pawtucket, RI 02860

**Website:** [www.mhri.org](http://www.mhri.org)

**Providence: Alzheimer's Disease & Memory Disorders Center  
at Rhode Island Hospital**

**Phone:** 444-6440

**Address:** 593 Eddy Street, Providence, RI 02903

**Website:**

[www.brown.edu/Departments/Clinical\\_Neurosciences/adunit2](http://www.brown.edu/Departments/Clinical_Neurosciences/adunit2)

**Providence: Butler Hospital Memory and Aging Program**

**Phone:** 455-6403

**Address:** 345 Blackstone Boulevard, Providence, RI 02906

**Providence: Rhode Island Hospital and the Miriam Hospital  
Geriatric Neuropsychological Services**

**Phone:** 444-4500

**Address:** 593 Eddy Street, Physician's office building, Suite 430,  
Providence, RI 02903

**Pawtucket: University Medicine Foundation for Gerontology**

**Phone:** 728-7270

**Address:** 407 East Avenue, Pawtucket, RI 02860

## **GUARDIANSHIP**

### **Rhode Island Volunteer Guardianship Program**

The Volunteer Guardianship Program (VGP) provides volunteer guardians to low income elders in the community and in long-term care settings. The primary focus of the VGP is to enable elders to live with dignity in the community as their health declines. Cornerstone Adult Day Services, Inc., administers the program for the Department of Elderly Affairs.

**Phone:** 739-2844 x36

**Address:** 3270 Post Road, Warwick, RI 02886

# HEALTH CENTERS

Community health centers provide health services on a sliding scale payment system. Health centers offer important preventive services, such as women's cancer screening, and in some centers mental/behavioral health counseling is provided. Unless otherwise noted, information about the health centers listed below can be found on-line at the Rhode Island Health Care Association website at [www.rihca.org](http://www.rihca.org). Centers are located at:

## **Block Island Health Services**

**Phone:** 466-2975

**Address:** PO Box 919, Block Island, RI 02807

## **Burrillville: Northwest Community Health Care**

**Phone:** 568-7661

**Address:** 36 Bridgeway, Pascoag, RI 02859

**Website:** [www.northwesthealthcare.org](http://www.northwesthealthcare.org)

## **Central Falls: Blackstone Valley Community Health Center**

**Phone:** 724-7110

**Address:** 9 Chestnut Street, Central Falls, RI 02863

## **Charlestown: Narragansett Indian Health Center\***

**Phone:** 364-1265 x10

**Address:** 4533 South County Trail, Charlestown, RI 02813

## **Coventry Family Health Center**

**Phone:** 828-5335

**Address:** 191 MacArthur Boulevard, Coventry, RI 02816

## **Cranston Family Health Center**

**Phone:** 943-1981

**Address:** 1090 Cranston Street, Cranston, RI 02920

## **East Providence: East Bay Family Health Center**

**Phone:** 437-1008

**Address:** 100 Bullocks Point Avenue, Riverside, RI 02915

**Johnston: Tri-Town Health Center**

**Phone:** 519-1900

**Address:** 1126 Hartford Avenue, Johnston, RI 02919

**Website:** [www.tri-town.org](http://www.tri-town.org)

**Newport: New Visions for Newport County**

**Phone:** 847-7821

**Address:** 19 Broadway, Newport, RI 02840

**North Kingstown: Bayside Family Healthcare**

**Phone:** 295-9706

**Address:** 308 Callahan Road, North Kingstown, RI 02852

**Pawtucket: Blackstone Valley Community Health Center**

**Phone:** 722-0081

**Address:** 42 Park Place, Pawtucket, RI 02860

**Providence: Allen Berry Health Center**

**Phone:** 444-0570

**Address:** 202 Prairie Avenue, Providence, RI 02905

**Providence: Capitol Hill Health Center**

**Phone:** 444-0550

**Address:** 40 Candace Street, Providence, RI 02908

**Providence: Central Health Center**

**Phone:** 444-0580

**Address:** 239 Cranston Street, Providence, RI 02907

**Providence: Chafee Health Center**

**Phone:** 444-0530

**Address:** One Warren Way, Providence, RI 02905

**Providence: Olneyville Health Center**

**Phone:** 444-0540

**Address:** 100 Curtis Street, Providence, RI 02909

**Providence: Chad Brown Health Center**

**Phone:** 831-5953

**Address:** 285 A Chad Brown Street, Providence, RI 02908

**Website:** [www.chadbrownhealth.org](http://www.chadbrownhealth.org)

**Providence: RI Free Clinic\***

**Phone:** 274-6347

**Address:** 655 Broad Street, Providence, RI 02907

**Website:** [www.rifreeclinic.org](http://www.rifreeclinic.org)

**Providence: St. Joseph Hospital for Specialty Care,  
Center for Health and Human Services\***

St. Joseph Hospital has both a walk-in clinic for urgent issues,  
and a medical clinic for more routine issues.

**Phone for walk-in clinic:** 456-4321

**Phone for medical clinic:** 456-4325

**Address:** 21 Peace Street, Providence, RI 02907

**Website:** [www.specialtycareri.com/serv\\_HealthCenter.asp](http://www.specialtycareri.com/serv_HealthCenter.asp)

**Richmond/Hope Valley: Wood River Health Services, Inc.**

**Phone:** 539-2461

**Address:** 823 Main Street, Hope Valley, RI 02832

**Website:** [www.rihca.org](http://www.rihca.org)

**South Kingstown: Thundermist Health Center**

**Phone:** 783-0523

**Address:** 1 River Street, Wakefield, RI 02879

**Website:** [www.thundermisthealth.org](http://www.thundermisthealth.org)

**Tiverton: New Visions for Newport County**

**Phone:** 625-5197

**Address:** 1048 Stafford Road, Tiverton, RI 02878

**West Warwick: Thundermist Health Center**

**Phone:** 615-2800

**Address:** 1219 Main Street, West Warwick, RI 02893

**Website:** [www.thundermisthealth.org](http://www.thundermisthealth.org)



**Warwick: Wilcox Family Health Center**

**Phone:** 732-9090

**Address:** 226 Buttonwoods Avenue, Warwick, RI 02886

**Woonsocket: Thundermist Health Center**

**Phone:** 767-4100

**Address:** 450 Clinton Street, Woonsocket, RI 02895

**Website:** [www.thundermisthealth.org](http://www.thundermisthealth.org)

*\*These centers are not members of the RI Health Care Association.*

# HEALTH INSURANCE

## **Senior Health Insurance Program (SHIP)**

The Rhode Island Senior Health Insurance Program (SHIP) is part of a national partnership to help consumers make informed health care choices. SHIP volunteers provide one-to-one counseling to seniors, adults with disabilities, families, and caregivers. The program is designed to help seniors and adults with disabilities understand health care cost and coverage and deal with issues regarding health care.

Volunteer SHIP counselors can discuss Medicare, Medicare drug plans, supplemental insurance, Medicare Advantage plans, over-insurance, free and reduced-cost medical care programs, federal retiree health insurance, Veterans benefits and long-term care insurance, and other programs. There are SHIP volunteers statewide. For more information on SHIP or to locate your local SHIP counselor, call THE POINT.

**Phone:** 462-4444

**Address:** 171 Service Road, Warwick, RI 02886

**Hours of operation:** M, W, F 8:30 a.m. to 4:00 p.m./  
T, Th 8:30 a.m. to 7:00 p.m.

**Website:** [www.ThePointRI.org](http://www.ThePointRI.org)

# Regional POINTS

Cranston Senior Services .....	780-6000
Johnston Senior Center.....	944-3343
Child & Family Services of Newport.....	849-2300
Pawtucket: Leon Mathieu Senior Center .....	728-7582
Providence: St. Martin dePorres Center.....	274-6783
South County Community Action .....	789-3016
Woonsocket Senior Services .....	766-3734

## Guide to Buying Medicare Supplement Insurance and Medicare Advantage Plans

This Rhode Island guide is free from the Department of Elderly Affairs. The guide contains current information about available health plans in Rhode Island, including coverage and premiums. To order a copy, call THE POINT.

**Phone:** 462-4444    **TTY:** 462-4445

**Address:** 171 Service Road, Warwick, RI 02886

**Hours of operation:** M, W, F 8:30 a.m. to 4:00 p.m/  
T, Th 8:30 a.m. to 7:00 p.m.

**Website:** [www.ThePointRI.org](http://www.ThePointRI.org)

## Medicare Website

The Medicare website offers information on Medicare, Medicare Prescription Drug (Medicare Part D) plans, and other Medicare benefits. The website also has information that allows consumers to find a doctor or other healthcare professional and to compare the performance of nursing homes, hospitals, and home health care agencies using uniform national standards.

**Website:** [www.medicare.gov](http://www.medicare.gov)

## Senior Centers

Rhode Island's senior centers can also provide information on SHIP. Refer to page 124 for a listing of senior centers.

# HEARING AND SPEECH SERVICES

## **Adaptive Telephone Equipment Loan Program**

The Adaptive Telephone Equipment Loan Program provides telephone equipment to qualified individuals who have hearing or speech impairments or who suffer from neuromuscular damage or a disease that inhibits their ability to use a standard telephone. Equipment includes such devices as amplified phones, a TTY phone, uniphone, dialogue voice carryover phone, or CapTel captioning.

**Phone:** 276-0875 **TTY:** 861-6677

**Address:** 100 Houghton Street, Providence, RI 02904

**Website:** [www.RIATELProgram.org](http://www.RIATELProgram.org)

## **Memorial Hospital**

**Phone for hearing services:** 729-2022 (hearing) **TTY:** 723-2050

**Phone for speech services:** 729-2681 (speech)

**Address:** 111 Brewster Street, Pawtucket, RI 02860

**Website:** [www.mhri.org](http://www.mhri.org)

## **PARI**

PARI runs the Gift of Hearing Program, which provides reduced cost hearing aids.

**Phone:** 725-1966

**Address:** 500 Prospect Street, Pawtucket, RI 02860

**Website:** [www.pari-ilc.org](http://www.pari-ilc.org)

## **Rhode Island Commission on the Deaf and Hard of Hearing**

The Rhode Island Commission on the Deaf and Hard of Hearing provides information and referrals, administers sign language interpreter referral service, and provides ADA consultation, outreach and training. Their library has videos, books, and articles available for borrowing.

**Phone:** 222-1204 **TTY:** 222-1205

**Address:** One Capitol Hill (ground level), Providence, RI 02908

**Website:** [www.cdhh.ri.gov](http://www.cdhh.ri.gov)

**Rhode Island Hospital Department of Audiology  
and Speech Pathology**

**Phone:** 444-5485

**Address:** 1 Hoppin Street, Providence, RI 02903

**Rhode Island Relay Service**

Relay Rhode Island can connect hearing-impaired Rhode Islanders with various government agencies and also assist them in completing a telephone call.

**Phone:** 1-866-703-5485

**Website:** [www.hamiltonrelay.com](http://www.hamiltonrelay.com)

**URI Speech and Hearing Centers**

The University of Rhode Island Speech and Hearing Centers diagnose and treat hearing, speech, language, and swallowing problems. They provide hearing evaluations and dispense hearing aids.

**Phone:** 874-5969

**Address:** Independence Square, Suite I, Kingston, RI 02881

**Website:** [www.uri.edu/hss/cmd](http://www.uri.edu/hss/cmd)

# HEATING ASSISTANCE

## Low-Income Home Energy Assistance Program

The Low-Income Home Energy Assistance Program (LIHEAP) provides assistance to income eligible customers in meeting the costs of heating their homes.

The amount of assistance provided is based on household size and income level.

Current income guidelines are:

1-person household .....	\$24,395
2-person household .....	\$31,901
3-person household .....	\$39,407

Heating assistance is available to households that are responsible for their heating costs.

Apply for heating assistance at:

### Blackstone Valley Community Action Program

**Phone:** 723-0227

**Address:** 32 Goff Avenue, Pawtucket, RI 02860

**Website:** [www.bvcap.org](http://www.bvcap.org)

**Communities served:** Woonsocket, North Smithfield, Pawtucket, Lincoln, Cumberland, Central Falls

### Cranston: Comprehensive Community Action Program

**Phone:** 467-9610

**Address:** 311 Doric Avenue, Cranston, RI 02910

**Website:** [www.comcap.org](http://www.comcap.org)

**Communities served:** Cranston, Scituate, Foster

**East Bay: East Bay Community Action Program**

**Phone:** 437-5102

**Address:** 100 Bullocks Point Avenue, Riverside, RI 02915

**Website:** [www.ebcap.org](http://www.ebcap.org)

**Communities served:** Bristol, East Providence, Jamestown, Little Compton, Barrington, Newport, Portsmouth, Tiverton, Warren, Middletown

**Northwest RI: Tri-Town Community Action Agency**

**Phone:** 349-5760

**Address:** 1126 Hartford Avenue, Johnston, RI 02919

**Website:** [www.tri-town.org](http://www.tri-town.org)

**Communities served:** Smithfield, Burrillville, Glocester, Chepachet, North Providence, Johnston

**Providence Community Action**

**Main phone:** 273-2000

**Elderly services phone:** 437-8054

**Address:** 518 Hartford Avenue, Providence, RI 02909

**Website:** [www.procapri.org](http://www.procapri.org)

**Communities served:** Providence

**South County Community Action Agency**

**Phone:** 789-3016

**Address:** 1935 Kingstown Road, Peace Dale, RI 02879

**Website:** [www.sccainc.org](http://www.sccainc.org)

**Communities served:** Hopkinton, Narragansett, North Kingstown, Westerly, Exeter, South Kingstown, West Greenwich, Charlestown, New Shoreham, Richmond

**Warwick/Kent County: Westbay Community Action Program**

**Phone:** 732-4660

**Address:** 208 Buttonwoods Avenue, Warwick, RI 02886

**Website:** [www.westbaycap.org](http://www.westbaycap.org)

**Communities served:** Warwick, Coventry, West Warwick,  
East Greenwich

**Citizen's Energy**

The Citizen's Energy website provides a listing of energy assistance resources in Rhode Island.

**Website:** [www.citizensenergy.com/english/pages/35/rhode-island](http://www.citizensenergy.com/english/pages/35/rhode-island)

**Diocese of Providence**

The Diocese of Providence has a program called Keep the Heat On that provides heating assistance in emergency situations.

**Phone:** 421-7833 x107

**Address:** 184 Broad Street, Providence, RI 02903

**Website:** [www.heatri.com](http://www.heatri.com)

**Salvation Army**

The Salvation Army of Rhode Island provides heating and utility assistance.

**Phone:** 831-1119

**Address:** 386 Broad Street, Providence, RI 02907

**Website:** [www.use.salvationarmy.org](http://www.use.salvationarmy.org)



# HOME AND COMMUNITY CARE

Some seniors and adults with disabilities may be able to remain in the community with the appropriate support services, home adaptations, and assistive devices. Community living options are designed to enable seniors and adults with disabilities to live in a less restrictive community-based environment or in their own home.

Home adaptations include modifications such as ramps, safety bars, or widened doorways. Assistive devices include tub benches, reachers, or alerting systems. Home and community support includes services such as personal care assistants, homemakers, home health aides, Meals on Wheels, or an emergency alert system.

## Home and Community Care Programs

Home and Community Care Programs provide eligible seniors with innovative options to help them remain in the community and avoid premature institutionalization. These options are designed to assist the functionally impaired senior to meet a wide variety of medical, environmental, and social needs.

Based on eligibility, Home and Community Care Programs may provide home health aide services, adult day services, Meals on Wheels, Senior Companion, personal emergency alert systems, minor home modifications, or minor assistive devices.

If appropriate, placement in an assisted living facility may be made. For most Home and Community Care Programs, a person must be 65 or older, be a Rhode Island resident, and be basically homebound (unable to leave home without considerable assistance). For some persons on Medical Assistance (Medicaid), support services and assistive devices may be provided at no charge. Other Medicaid clients may have to make a contribution towards services. Call the Department of Elderly Affairs for more information.

**Phone:** 462-0570

**Website:** [www.dea.state.ri.us](http://www.dea.state.ri.us)

### **Alliance for Better Long Term Care**

The state's Long Term Care Ombudsman Office is run by the Alliance for Better Long Term Care. The home care ombudsman serves as an advocate, mediator, and problem-solver for persons receiving services from licensed home health care agencies and/or hospice services. Phone: 785-3340

**Address:** 422 Post Road, Warwick, RI 02888

**National website:** [www.ltcombudsman.org](http://www.ltcombudsman.org)

### **Department of Human Services Long Term Care Offices**

Persons who are eligible for Medical Assistance (Medicaid) may be eligible for home adaptations, support services, and assistive devices at no cost. Call your local DHS long-term care office listed on page 113 in this book under Nursing Homes/Long Term Care.

### **Department of Mental Health, Retardation, and Hospitals**

Persons who had a significant disability before age 22 should call the Division of Developmental Disabilities at the Department of Mental Health, Retardation, and Hospitals about options for home and community care.

**Phone:** 462-3421

**Address:** 14 Harrington Road, Pastore Complex, Cranston, RI 02920

**Website:** [www.mhrh.ri.gov](http://www.mhrh.ri.gov)

### **Home Health Quality Initiative**

The Home Health Quality Initiative (HHQI) is part of a national effort by the Centers for Medicare and Medicaid Services to improve the quality of care for those who use home health care services provided by Medicare-certified suppliers. Call or visit the website to get access to data intended to help seniors, family members, and caregivers find out about the quality of home care their loved ones are receiving.

**Phone:** 1-800-MEDICARE (1-800-633-4227) **TTY:** 1-877-486-2048

**Website:** [www.medicare.gov](http://www.medicare.gov)

### **Jewish Family Service**

Jewish Family Service of Rhode Island provides trained and licensed Certified Nursing Assistants to assist the sick, the elderly, or the temporarily disabled at home. The goal is to enable these individuals to maintain their independence. Help is provided for personal care and meal preparation with special attention given to kashruth, if applicable.

**Phone:** 331-1244

**Address:** 959 North Main Street, Providence, RI 02904

**Website:** [www.jfsri.org](http://www.jfsri.org)

### **Ocean State Center for Independent Living (OSCIL)**

Call OSCIL for information about services, housing, or transportation related to home and community care.

**Phone:** 738-1013 or 1-866-857-1161 (toll free) **TTY:** 738-1015

**Address:** 1944 Warwick Avenue, Warwick, RI 02889

**Website:** [www.oscil.org](http://www.oscil.org)

### **PARI**

PARI can provide information about services, housing, or transportation related to home and community care. PARI also runs a personal care assistant program called Personal Choice.

**Phone:** 725-1966

**Address:** 500 Prospect Street, Pawtucket, RI 02860

**Website:** [www.pari-ilc.org](http://www.pari-ilc.org)

**Program for the All-Inclusive Care of the Elderly (PACE)**

The Program for the All-Inclusive Care of the Elderly (PACE) offers eligible individuals options to nursing home care. To be eligible for PACE, a person must be 55 or older and qualify for nursing home care. To enroll in PACE, the client must agree to get their care from a network of doctors and providers in the program. PACE coordinates all care to meet the daily needs of the client and the team of caregivers includes social workers, nurses, and other professional staff. PACE is also a licensed adult day service program.

**Phone:** 490-6566

**Address:** 225 Chapman Street, Providence, RI 02905

**Website:** [www.pace-ri.org](http://www.pace-ri.org)

**Rhode Island Home and Community Care Co-payment Program**

For persons who meet the guidelines for the Rhode Island Home and Community Care Co-payment program, services are provided at a reduced rate. Currently, these annual income guidelines are \$19,785 for a single person and \$24,735 for a couple. Each year, these guidelines are adjusted to reflect changes in the Federal Poverty Level. Co-payments are determined by the client's income. The Department of Elderly Affairs works with a network of regional case management agencies and other senior organizations to develop care plans to help seniors remain in the least restrictive environment with maximum independence. Call the Department of Elderly Affairs for more information.

**Phone:** 462-0570

**Website:** [www.dea.state.ri.us](http://www.dea.state.ri.us)

## **Visiting Nurse Agencies**

Visiting nurse agencies provide home health care, which may include nursing care, physical therapy, hospice care, speech therapy, and other services. The following are not-for-profit visiting nurse agencies in Rhode Island:

### **VNA of Care New England**

**Phone:** 737-6050

**Address:** 51 Health Lane, Warwick, RI 02886

**Website:** [www.cnehomehealth.org](http://www.cnehomehealth.org)

### **VNA of Rhode Island**

**Phone:** 574-4900

**Address:** 475 Kilvert Street, Suite 400, Warwick, RI 02886

**Website:** [www.vnari.org](http://www.vnari.org)

### **Visiting Nurse Association of Southeastern Massachusetts**

#### **Little Compton Office**

**Phone:** 635-2358

**Address:** 115 East Main Road, Little Compton, RI 02837

**Website:** [www.vnasm.org](http://www.vnasm.org)

### **Visiting Nurse Service of Greater RI**

**Phone:** 769-5670

**Address:** 6 Blackstone Place, Lincoln, RI 02865

**Website:** [www.vnsgri.org](http://www.vnsgri.org)

### **VNS Home Health Services**

**Phone:** 1-800-739-2920

**Address:** 14 Woodruff Ave., Suite 7, Narragansett, RI 02882

**Website:** [www.vnshomehealth.org](http://www.vnshomehealth.org)

### **VNS of Newport and Bristol Counties**

**Phone:** 682-2100 TTY: 682-2388

**Address:** 1184 East Main Road, Portsmouth, RI 02871

**Website:** [www.vnsri.org](http://www.vnsri.org)

### **Volunteer Nursing Organization**

The Volunteer Nursing Organization provides in home nursing services, such as help with bathing, blood pressure checks, and other services at no cost.

**Phone:** 946-2117

**Address:** 23 Dellwood Road, Cranston, RI 02920

### **THE POINT**

There are a number of additional non-profit and private home care agencies in Rhode Island. THE POINT can provide a listing of home healthcare providers.

**Phone:** 462-4444

**Address:** 171 Service Road, Warwick, RI 02886

**Hours of operation:** M, W, F 8:30 a.m. to 4:00 p.m/  
T, Th 8:30 a.m. to 7:00 p.m.

**Website:** [www.ThePointRI.org](http://www.ThePointRI.org)

# HOME EQUITY CONVERSION MORTGAGES

## **Rhode Island Housing**

Rhode Island's Home Equity Conversion Mortgage (HECM) program allows seniors to borrow against the equity in their homes. The loan is repaid when the house is sold or when the owner/borrower ceases to live in it. This type of program is sometimes referred to as a reverse mortgage program. Under HECM, borrowers must be 62 or older and have annual incomes below \$88,950.

**Phone:** 457-1119 or 1-800-427-5560

**Address:** 44 Washington Street, Providence, RI 02903

**Website:** [www.rhodeislandhousing.org](http://www.rhodeislandhousing.org)

## **Mortgage counseling**

Rhode Island Housing also works with various non-profit organizations to prevent elder consumers from becoming victims of predatory loan practices. Counseling is available for consumers who are looking for a loan, refinancing, have fallen behind on mortgage payments, or are facing foreclosure.

**Phone:** 1-800-436-3180

**Website:** [www.dontborrowtroubleri.org](http://www.dontborrowtroubleri.org)

# HOSPICE CARE

Hospice care focuses on the needs of terminally ill patients. Social, spiritual, and emotional support represent the basic foundation of a system designed to enhance the individual's quality of life. A hospice team usually includes a medical director, nurses, clergy, and other health care professionals.

Medicare covers hospice services as long as the providing agency is a certified Medicare provider. Medical Assistance (Medicaid) and most private insurance plans also cover hospice services.

## **Home & Hospice Care of Rhode Island**

While most hospice care is provided in the home, there are facilities that also offer this type of care. For more information, contact Home & Hospice Care of Rhode Island.

**Phone:** 727-7070 or 1-800-338-6555

**Address:** 169 George Street, Pawtucket, RI 02860

**Website:** [www.hhcri.org](http://www.hhcri.org)

## **Hospice of Nursing Placement, Inc.**

Hospice of Nursing Placement, Inc. provides hospice services to culturally diverse populations. In addition to English, the team has members who speak Portuguese, Cape Verdean Creole, Spanish, and Russian.

**Phone:** 728-6500 or 1-800-466-3227

**Address:** 334 East Avenue, Pawtucket, RI 02860

**Website:** [www.hospiceofnursingplacement.com](http://www.hospiceofnursingplacement.com)

## **Odyssey HealthCare of Rhode Island**

Odyssey HealthCare provides hospice services through an interdisciplinary group, including physicians, nurses, social workers, counselors, and dietary counselors.

**Phone:** 738-1492

**Address:** 2378 Post Road, Suite 206, Warwick, RI 02886



**Rhode Island Cancer Council, Inc.**

The Rhode Island Cancer Council assists cancer patients, families, and medical professionals in locating necessary services and can provide information on hospice care.

**Phone:** 728-4800 or 1-866-879-4100

**Address:** 249 Roosevelt Avenue, Pawtucket, RI 02860

**Website:** [www.ricancercouncil.org](http://www.ricancercouncil.org)

**Visiting Nurse Agencies**

Most visiting nurse agencies (VNAs) provide hospice services. For a listing of VNAs, see page 84 in the Home and Community Care section of this manual.

*Note: Check with your health insurance to make sure that the hospice provider you choose is in their network.*

# HOUSING ASSISTANCE AND HOME REPAIR

## **Rhode Island Housing**

Rhode Island Housing oversees the management of 20,000 apartments for low-income seniors, families, and persons with disabilities. Approximately 15,000 of these apartments are Section 8. Under this category, tenants pay 30 percent of their income for rent. Many cities and towns have public housing authorities that provide affordable apartments and Section 8 vouchers. Contact your local city or town hall. The remaining 5,000 apartments have a variety of subsidies that keep the rents affordable for low-income households. Applicants can apply for housing in any community in which they would like to live. Most communities have a waiting list for these affordable housing units.

**Phone:** 457-1234 **TTY:** 450-1394

**Address:** 44 Washington Street, Providence, RI 02903

**Website:** [www.rhodeislandhousing.org](http://www.rhodeislandhousing.org)

## **Rhode Island Housing HelpCenter**

The Rhode Island Housing HelpCenter is dedicated to providing professional support and education to help more Rhode Islanders protect themselves from losing their homes and to make safe, informed decisions for their futures. The HelpCenter's counselors can help you with an existing mortgage, make informed decisions about finding an affordable rent or mortgage, or prepare for homeownership.

**Phone:** 457-1130.

## **Rhode Island Housing HomeLocatorRI.net**

This is a free website that lists homes for rent or sale in Rhode Island.

**Phone:** 1-877-428-8844 (English and Spanish)

**Website:** [www.HomeLocatorRI.net](http://www.HomeLocatorRI.net)

### **Cities and Town Loans for Home Repair**

Some grants or loans for home repair may be available through local communities. Call your city or town hall.

### **Community Action Programs (CAPs)**

Some CAPs provide housing assistance and home repair services. Call your local CAP to see what they have available. See page 26 for a listing.

### **Crossroads Rhode Island**

Crossroads Rhode Island provides information and referral for the homeless and those in transition.

**Phone:** 521-2255 **TTY:** 277-4381

**Address:** 160 Broad Street, Providence, RI 02903

**Website:** [www.crossroadsri.org](http://www.crossroadsri.org)

### **Home Improvement & Lead Abatement Program**

Rhode Island Housing's Home Improvement & Lead Abatement Program can assist qualified residents in obtaining low-interest home repair and improvement loans.

**Phone:** 450-1350

**Address:** 44 Washington Street, Providence, RI 02903

**Website:** [www.rhodeislandhousing.org](http://www.rhodeislandhousing.org)

### **Operation Stand Down**

Operation Stand Down Rhode Island serves homeless and disabled veterans.

**Phone:** 383-4730

**Address:** 1010 Hartford Avenue, Johnston, RI 02919

**Website:** [www.osdri.com](http://www.osdri.com)

**Rhode Island Coalition for the Homeless**

The Rhode Island Coalition for the Homeless publishes the Street Sheet, a listing of emergency shelters, food pantries, and other helpline resources.

**Phone:** 421-6458

**Address:** 160 Broad Street, Providence, RI 02903

**Website:** [www.rihomeless.com](http://www.rihomeless.com)

**U.S.D.A. Rural Development**

The U.S.D.A. Rural Development provides grants and loans for home repair and improvement to qualified homeowners.

**Phone:** 826-0842 x4

**Address:** 60 Quaker Lane, Suite 44, Warwick, RI 02886

**THE POINT**

THE POINT can provide a listing of housing assistance options.

**Phone:** 462-4444

**Address:** 171 Service Road, Warwick, RI 02886

**Hours of operation:** M, W, F 8:30 a.m. to 4:00 p.m./

T, Th 8:30 a.m. to 7:00 p.m.

**Website:** [www.ThePointRI.org](http://www.ThePointRI.org)

# IDENTIFICATION CARDS

## Division of Motor Vehicles

The Rhode Island Division of Motor Vehicles (DMV) issues photo identification cards for Rhode Island residents age 59 and older and adults with disabilities. You must have proof of residence, proof of ID, and proof of signature. Some of the documents accepted are an original birth or baptismal certificate, a U.S. Naturalization Certificate, an active passport, or military ID from active service and a retiree or reservist identification. There is no fee for the cards.

**Main Phone:** 462-4DMV (462-4368)

**Website:** [www.dmv.ri.gov](http://www.dmv.ri.gov)

Identification cards are issued at these DMV sites:

### Middletown

**Address:** 73 Valley Road, Middletown, RI 02840

**Hours of operation:** Monday through Friday  
from 8:30 a.m. to 3:30 p.m.

### Pawtucket

**Address:** 100 Main Street, Pawtucket, RI 02860

**Hours of operation:** Monday through Friday  
from 8:30 a.m. to 3:15 p.m.

### Wakefield

**Address:** Stedman Government Center, Tower Hill Road,  
Wakefield, RI 02879

**Hours of operation:** Wednesday and Thursday  
from 8:30 a.m. to 3:30 p.m.

### Warren

**Address:** 1 Joyce Street, Warren, RI 02885

**Hours of operation:** Tuesday from 8:30 a.m. to 3:30 p.m.

## **Woonsocket**

**Address:** 217 Pond Street, Dept. of Labor and Training Bldg.,  
Woonsocket, RI 02865

**Hours of operation:** Tuesday through Friday  
from 8:30 a.m. to 3:30 p.m.

*Please note: Identification cards are not processed at the DMV location in the Rhode Island Mall in Warwick.*

# LEGAL SERVICES

## **Rhode Island Bar Association's Legal Information and Referral Service**

The Rhode Island Bar Association's Legal Information and Referral Service for the Elderly, helps anyone 60 or older obtain legal services and advice. Seniors may receive a free initial consultation of up to 30 minutes. A reduced-fee program is available for moderate income seniors. A no-fee program is available for certain low-income seniors. Collect calls are accepted.

**Phone:** 521-5040

**Address:** 115 Cedar Street, Providence, RI 02903

**Website:** [www.ribar.com](http://www.ribar.com)

## **Rhode Island Disability Law Center**

Rhode Island Disability Law Center provides free legal assistance to persons with disabilities. Services include individual representation to protect rights or to secure benefits and services, self-help information, educational programs and administrative and legislative advocacy. The agency administers eight federally funded advocacy programs, each of which has its own eligibility criteria.

**Phone:** 831-3150 **TTY:** 831-5335

**Address:** 275 Westminster Street, Suite 401, Providence, RI 02903

**Website:** [www.ridlc.org](http://www.ridlc.org)

## **Rhode Island Legal Services Senior Citizens Program**

The Rhode Island Legal Services Senior Citizens Program helps low income persons 60 and older with legal advice and assistance with problems related to housing, Social Security, Medical Assistance, Medicare, and Food Stamps.

**Providence phone number:** 274-2652 or 1-800-662-5034

**TTY:** 272-5335

**Providence address:** 56 Pine Street, Providence, RI 02903

**Newport phone number:** 846-2264 or 1-800-637-4529

**Newport address:** 50 Washington Square, Newport, RI 02840

# MEDICAID

## Department of Human Services (DHS)

Medical Assistance (Medicaid) pays for needed medical care for people 65 and older, or who have a disability. The income eligibility requirements are as follows:

Eligibility:	Individual	Couple
Monthly Income:	\$800	\$842
Resources:	\$4,000	\$6,000

*\* These numbers are based on the 2008 Federal Poverty Level (FPL) guidelines.*

If your income exceeds the above guidelines, you may still be eligible through the “flexible test.” Apply at your local Department of Human

Services (DHS) office:

### Newport DHS

**Phone:** 849-6000

**Address:** DHS Family Center, 110 Enterprise Center,  
Middletown, RI 02842

**Communities served:** Newport, Jamestown, Little Compton,  
Middletown, Portsmouth, Tiverton

### North Kingstown DHS

**Phone:** 267-1030

**Address:** 7734 Post Road, North Kingstown, RI 02852

**Communities served:** Charlestown, Coventry, East Greenwich,  
Exeter, Hopkinton, Narragansett, Block Island, North Kingstown,  
Richmond, South Kingstown, West Greenwich, Westerly

### Pawtucket DHS

**Phone:** 729-5400

**Address:** 24 Commerce Street, Pawtucket, RI 02860

**Communities served:** Pawtucket, Central Falls and the East Bay area



**Providence DHS****Phone:** 222-7000**Address:** Regional Family Center, 206 Elmwood Avenue,  
Providence, RI 02907**Communities served:** Providence, Scituate, Johnston, Cranston**Warwick DHS****Phone:** 736-6511**Address:** 195 Buttonwoods Avenue, Warwick, RI 02886**Communities served:** Warwick, West Warwick**Woonsocket DHS****Phone:** 235-6300**Address:** 450 Clinton Street, Woonsocket, RI 02895**Communities served:** Woonsocket, Burrillville, Cumberland, Foster,  
Glocester, Lincoln, North Providence, North Smithfield, Smithfield

If you have a question, or would like an application, call the DHS  
Information Line.

**Phone:** 462-5300 **TTY:** 462-3363**Website:** [www.dhs.state.ri.us](http://www.dhs.state.ri.us)

# MEDICAID OR MEDICARE FRAUD, WASTE, AND ABUSE

Medicare and Medicaid fraud, waste, and abuse can include actions such as incorrectly reporting a diagnosis, procedure, treatment or medication to get a higher payment, billing for individual mental health service when group counseling was provided, billing for brand name prescriptions when generic medications were used, billing Medicare, Medicaid, and a private insurance carrier for the same service, billing for diagnostic tests not done, using another person's Medicare or Medicaid card to get services or providing kickbacks or bribes in connection with Medicare or Medicaid services. If you are aware of fraud, waste, or abuse, you can report it at one of the numbers below.

## **Rhode Island Senior Medicare Patrol (SMP)**

Rhode Island SMP helps persons get the most out of their health care. SMP also encourages persons to report Medicare and Medicaid fraud, waste, and abuse. For information or to make a report, call THE POINT.

**Phone:** 462-4444

**Hours of operation:** M, W, F 8:30 a.m. to 4:00 p.m./

T, Th 8:30 a.m. to 7:00 p.m.

**Website:** [www.ThePointRI.org](http://www.ThePointRI.org)

## **Medicare Office of the Inspector General Hotline**

People can also call the Medicare Office of the Inspector General Hotline to report Medicare fraud, waste, and abuse.

**Phone:** 1-800-447-8477

## **Medic North Medicare Part D Integrity Contractor**

To report Medicare Part D fraud, waste, or abuse call the Medic North Medicare Part D Integrity Contractor.

**Phone:** 1-877-772-3379

**Attorney General's Office of Consumer Protection,  
Criminal Division**

To report Medicaid fraud by a provider, call the Attorney General's Office of Consumer Protection, Criminal Division.

**Phone:** 274-4400, x2269

**Address:** 150 South Main Street, Providence, RI 02903

**Website:** [www.riag.ri.gov](http://www.riag.ri.gov)

**Department of Human Services Fraud Unit**

To report fraud, waste, or abuse by a person receiving Medicaid, contact the Department of Human Services Fraud Unit.

**Phone:** 222-1700

**Quality Partners of Rhode Island**

To report complaints of improper or inadequate care, call Quality Partners of Rhode Island.

**Phone:** 1-800-662-5028

**Address:** 235 Promenade Street, Suite 500, Providence, RI 02908

# MEDICARE

Medicare is the nation's health insurance program for people 65 and older, and younger people who are disabled or who have end stage renal disease. Medicare consists of four parts-Part A (Hospital Insurance), Part B (Medical Insurance), Part C (Medicare Supplemental and Medicare Advantage Insurance Plans) and Medicare Part D (Medicare Prescription Drug Plans). Almost all persons over age 65 are automatically entitled to Medicare Part A if they or their spouse are eligible for Social Security or Railroad Retirement.

Part A covers inpatient hospital care, skilled nursing facility, home health, and hospice care. Part B is optional insurance that complements Part A coverage. Part B covers physician services, outpatient hospital services, home health, durable medical equipment, laboratory and x-rays, ambulance, and other services.

Apply for Medicare at Social Security three months before turning age 65. Apply on-line or at your local Social Security office. See page 132 for a listing of local offices.

**Phone:** 1-800-MEDICARE (1-800-633-4227)

**Website:** [www.medicare.gov](http://www.medicare.gov)

Beneficiaries can also create a personal health care profile on the Medicare website by clicking on My Health. My Medicare.

# MEDICARE PART D

Medicare Prescription Drug (Medicare Part D) Plans offer Medicare beneficiaries the opportunity to purchase insurance plans to help them pay for prescription drugs. Coverage is available for both generic and brand name medications. Premiums, deductibles, and co-payments may apply.

Medicare beneficiaries who have supplemental health insurance can choose from more than 50 plans offered by more than 20 companies. Medicare beneficiaries who have Medicare Advantage Plans must choose their Part D plans from options offered by their Medicare Advantage organization.

## **Medicare Part D Counseling : THE POINT**

For individual counseling regarding Medicare Part D plans, call THE POINT to make an appointment with the Senior Health Insurance Program (SHIP) counselor in your area.

**Phone:** 462-4444

**Hours of operation:** M, W, F 8:30 a.m. to 4:00 p.m/  
T, Th 8:30 a.m. to 7:00 p.m.

**Address:** 171 Service Road, Warwick, RI 02886

**Website:** [www.ThePointRI.org](http://www.ThePointRI.org)

### **Extra Help/Low Income Subsidy (LIS)**

Assistance in paying for plan premiums and other expenses (Extra Help) may be available for Medicare beneficiaries with limited incomes and resources. RIPAE members can receive help in paying for their Part D medications during the plan deductible or coverage gap phases, if applicable. For information, contact Social Security. You can apply by phone or on-line. For a listing of local Social Security offices, see page 132. Senior Health Insurance Program (SHIP) counselors at THE POINT can also help you with an application. See page 73 for more information about SHIP.

For LIS information, contact Social Security at:

**Phone:** 1-800-772-1213 **TTY:** 1-800-325-0778

**Website:** [www.ssa.gov](http://www.ssa.gov)

# MEDICARE PREMIUM PAYMENT PROGRAM

The Qualified Medicare Beneficiary (QMB), Specified Low-Income Medicare Beneficiary (SLMB), and Qualifying Individuals (QI-1) programs pay the monthly Medicare Part B premium for eligible Medicare beneficiaries who meet the following guidelines for 2009:

Monthly Income:	Individual	Couple
QMB:	\$ 923.00	\$1,235.00
SLMB:	\$1,103.00	\$1,477.00
QI-1:	\$1,239.00	\$1,660.00
Resources:	\$4,000.00	\$6,000.00

*\* These numbers are approximate and include the \$20 income disregard.*

Income limits are adjusted each year in accordance with the Federal Poverty Level. QMB pays the Medicare Part A premium, if necessary, the Part B premium, plus the Medicare deductibles and coinsurances. SLMB and QI-1, which pay the Part B premiums only, may be retroactive up to 3 months prior to the month of application. Qualifying for any of these programs increases your Social Security benefit. This can affect eligibility for Medical Assistance (Medicaid) and other programs.

The Qualified Disabled and Working Individual (QDWI) pays the Part A premium for eligible beneficiaries. The guidelines are \$3695 for an individual and \$4942 for a couple.

To apply, contact the nearest Department of Human Service (DHS) office:

**Newport DHS**

**Phone:** 849-6000

**Address:** DHS Family Center, 110 Enterprise Center,  
Middletown, RI 02842

**Communities served:** Newport, Jamestown, Little Compton,  
Middletown, Portsmouth, Tiverton

**North Kingstown DHS**

**Phone:** 267-1030

**Address:** 7734 Post Road, North Kingstown, RI 02852

**Communities served:** Charlestown, Coventry, East Greenwich,  
Exeter, Hopkinton, Narragansett, Block Island, North Kingstown,  
Richmond, South Kingstown, West Greenwich, Westerly

**Pawtucket DHS**

**Phone:** 729-5400

**Address:** 24 Commerce Street, Pawtucket, RI 02860

**Communities served:** Pawtucket, Central Falls and the East Bay area

**Providence DHS**

**Phone:** 222-7000

**Address:** Regional Family Center, 206 Elmwood Avenue,  
Providence, RI 02907

**Communities served:** Providence, Scituate, Johnston, Cranston

**Warwick DHS**

**Phone:** 736-6511

**Address:** 195 Buttonwoods Avenue, Warwick, RI 02886

**Communities served:** Warwick, West Warwick



## **Woonsocket DHS**

**Phone:** 235-6300

**Address:** 450 Clinton Street, Woonsocket, RI 02895

**Communities served:** Woonsocket, Burrillville, Cumberland, Foster, Gloucester, Lincoln, North Providence, North Smithfield, Smithfield

You can also call the DHS Information Line.

**Phone:** 462-5300 **TTY:** 462-3363

**Website:** [www.dhs.state.ri.us](http://www.dhs.state.ri.us)

# MEDICATION ASSISTANCE

## **Rhode Island Pharmaceutical Assistance to the Elderly (RIPAE)**

The Rhode Island Pharmaceutical Assistance to the Elderly (RIPAE) program pays a portion of the cost of prescriptions used to treat a number of medical conditions for eligible Rhode Island residents 65 and older. RIPAE also offers limited coverage for the cost of injectable prescription drugs used to treat Multiple Sclerosis.

Individuals with an annual income up to \$19,785 and married couples with a combined annual income up to \$24,735 receive a 60% discount off the price of approved medications. Individuals with an annual income up to \$24,838 and married couples with a combined annual income up to \$31,050 receive a 30% discount. Individuals with an annual income up to \$43,470 and married couples with a combined income not exceeding \$49,679 receive a 15% discount.

In order to qualify for RIPAE, seniors and adults with disabilities must enroll in a Medicare Prescription Drug Plan (Medicare Part D) and verify this enrollment to the Department of Elderly Affairs. Income guidelines increase each year in accordance with the Social Security Cost-Of-Living Adjustment (COLA). RIPAE enrollees can purchase all other FDA-approved prescriptions (except for those used to treat cosmetic conditions) at a 15% discount.

Also under RIPAE, Rhode Island residents between 55 and 64 who are receiving Social Security Disability Income (SSDI) payments and who meet specified income limits, can purchase medications (except those prescribed for cosmetic conditions) at a 15% discount. The annual income limits for those receiving SSDI are \$43,470 for a single person and \$49,679 for a married couple.

**Phone:** 462-3000 or call THE POINT at 462-4444

## **THE POINT**

THE POINT can provide information about getting help to pay for medications.

**Phone:** 462-4444

**Address:** 171 Service Road, Warwick, RI 02886

**Hours of operation:** M, W, F 8:30 a.m. to 4:00 p.m/  
T, Th 8:30 a.m. to 7:00 p.m.

**Website:** [www.ThePointRI.org](http://www.ThePointRI.org)

## **NeedyMeds**

NeedyMeds is an information source that connects people to programs that provide assistance with the cost of medications. Patient Assistance Programs (PAPs) provide free or low-cost prescription medicine to low-income people who are uninsured or under-insured and meet the guidelines. Most medicines are provided by the pharmaceutical companies who manufacture the medicine. Information is provided on the NeedyMeds website.

**Website:** [www.needy meds.org](http://www.needy meds.org)

## **Partnership for Prescription Assistance**

You can also contact the Partnership for Prescription Assistance for information about medication assistance.

**Phone:** 1-888-477-2669

**Website:** [www.pparx.org](http://www.pparx.org)

## **Pharmaceutical Research and Manufacturers of America**

A number of pharmaceutical manufacturers make some of their drugs available free of charge to patients who have difficulty paying for them. These are voluntary programs, so each drug manufacturer sets its own eligibility criteria. Call the Pharmaceutical Research and Manufacturers of America for more information.

**Phone:** 1-877-743-6779

**Website:** [www.RxforRI.org](http://www.RxforRI.org)

## **RI Help**

Uninsured Rhode Island residents between the ages of 19 and 65 who have an annual income at or below the federal poverty level can join the RI Help plan. Generally, the discounts are 15% for brand name drugs and 40% for generics.

**Phone:** 1-800-311-0553

# MENTAL/BEHAVIORAL HEALTH

## **Rhode Island Council of Community Mental Health Organizations**

The Rhode Island Council of Community Mental Health Organizations (RICCMHO) does not provide direct services, however, they can assist individuals seeking information and referral about treatment.

**Phone:** 228-7990

**Website:** [www.riccmho.org](http://www.riccmho.org)

Member RICCMHO organizations offer a wide variety of mental health and substance abuse treatments, including emergency services. RICCMHO organizations include:

### **East Bay Center**

**Phone:** 431-9870

**Address:** 610 Wampanoag Trail, East Providence, RI 02915

**Website:** [www.eastbay.org](http://www.eastbay.org)

### **Fellowship Health Resources, Inc.**

**Phone:** 333-3980

**Address:** 25 Blackstone Valley Place, Suite 300, Lincoln, RI 02865

**Website:** [www.fellowshiphr.org](http://www.fellowshiphr.org)

### **Gateway Healthcare, Inc.**

**Phone:** 1-800-745-5555

**Emergency phone Pawtucket:** 723-1915

**Emergency phone Johnston:** 553-1031

**Address:** 249 Roosevelt Ave. Suite 205, Pawtucket, RI 02860

**Website:** [www.gatewayhealth.org](http://www.gatewayhealth.org)

### **The Kent Center**

**Phone:** 691-6000 **24 hour phone:** 738-4300

**Address:** 2756 Post Road, Suite 200, Warwick, RI 02886

**Website:** [www.thekentcenter.org](http://www.thekentcenter.org)

**Newport County Community Mental Health Center**

**Phone:** 846-1213

**Address:** 127 Johnny Cake Hill Road, Middletown, RI 02842

**Website:** [www.nccmhc.org](http://www.nccmhc.org)

**NRI Community Services**

**Phone:** 235-7121

**Address:** 800 Clinton Street, Woonsocket, RI 02895

**Website:** [www.nricommunityservices.org](http://www.nricommunityservices.org)

**Riverwood Mental Health Services**

**Phone:** 247-4278   **Emergency phone:** 253-1812

**Address:** 25 Railroad Avenue, Warren, RI 02885

**Website:** [www.riverwoodmhs.org](http://www.riverwoodmhs.org)

**South Shore Mental Health Center, Inc.**

**Phone:** 364-7705

**Charlestown address:** 4705A Old Post Road, Charlestown, RI 02813

**Wakefield address:** 55 Cherry Lane, Wakefield, RI 02879

**Website:** [www.ssmhc.org](http://www.ssmhc.org)

**SSTAR of Rhode Island, Inc.**

**Phone:** 294-6160   **Emergency phone:** 1-800-747-6237

**Address:** 1959 Tower Hill Road, North Kingstown, RI 02852

**Website:** [www.sstar.org](http://www.sstar.org)

**The Providence Center**

**Phone:** 528-0123

**Address:** 528 North Main Street, Providence, RI 02904

**Website:** [www.providencecenter.org](http://www.providencecenter.org)

## **Community Health Centers**

Some community health centers offer mental/behavioral health counseling. See page 69 for a listing of health centers.

### **Family Service of Rhode Island**

Family Service provides outpatient counseling and psychiatric services at offices in Providence, North Kingstown, and Westerly.

**Phone:** 331-1350 x3162

**Address:** Intake Office, 55 Hope Street, Providence, RI 02904

**Website:** [www.familyserviceri.org](http://www.familyserviceri.org)

### **Jewish Family Service**

Jewish Family Service of Rhode Island offers a comprehensive counseling program. The clinical staff provides therapy to individuals, couples, families, children, and the elderly and their families. Problems addressed include depression, anxiety, marriage, divorce, parenting, adolescence, stress, grief, relationships, and work-related issues.

**Phone:** 331-1244

**Address:** 959 North Main Street, Providence, RI 02904

**Website:** [www.jfsri.org](http://www.jfsri.org)

### **Kent House, Inc.**

Kent House provides non-medical behavioral health services specializing in the issues of substance abuse, family violence, and gambling.

**Phone:** 781-2700 **TTY:** 467-5733

**Address:** 2020 Elmwood Avenue, Warwick, RI 02888

**Website:** [www.kenthouseinc.org](http://www.kenthouseinc.org)

### **Mental Health Association of Rhode Island**

The Mental Health Association of Rhode Island provides information and referral for mental health services and support groups.

**Phone:** 726-2285

**Address:** 500 Prospect Street, Pawtucket, RI 02860

### **National Suicide Prevention Lifeline**

**Phone:** 1-800-273-TALK (8255)

### **Rhode Island Hospital and the Miriam Hospital Geriatric Psychiatric Outpatient Program**

**Phone:** 793-4300

**Address:** 593 Eddy Street, Providence, RI 02903

### **Samaritans of Rhode Island**

The Samaritans of Rhode Island is a suicide prevention program that works with people before they become suicidal and with those who are thinking of suicide.

**Phone:** 272-4044 or 1-800-365-4044

**Website:** [www.samaritansri.org](http://www.samaritansri.org)

### **Veterans National Suicide Prevention Lifeline**

The National Suicide Prevention Lifeline has a service specifically for US Veterans.

**Phone:** 1-800-273-TALK (8255) x1

## **Medical Detoxification Programs**

These programs are staffed by professionals who have special skills in helping substance abusers and their families deal with the physical and emotional problems caused by addiction and substance abuse. Treatment is always confidential. The following sites offer medical detoxification:

### **Butler Hospital**

**Phone:** 455-6214

**Address:** 345 Blackstone Boulevard, Providence, RI 02906

**Website:** [www.butler.org](http://www.butler.org)



### **Roger Williams Medical Center Behavioral Health**

**Phone:** 1-800-252-6466

**Address:** 825 Chalkstone Avenue, Providence, RI 02908

**Website:** [www.rwmc.org](http://www.rwmc.org)

### **SSTAR of Rhode Island Detoxification Services**

**Phone:** 294-6160 **Emergency phone:** 1-800-747-6237

**Address:** 1959 Tower Hill Road, North Kingstown, RI 02852

**Website:** [www.sstar.org](http://www.sstar.org)

## **Geriatric Psychiatry**

The following three hospitals in Rhode Island have geriatric psychiatry (acute inpatient) units with mental health services tailored specifically for older persons.

### **Butler Hospital Senior Treatment Unit**

The Senior Treatment Unit is a 22 bed program treating adults from age 65. They provide assessment and stabilization for depression, memory loss, behavioral difficulties, and many other psychiatric diagnoses.

**Phone:** 455-6214

**Address:** 345 Blackstone Boulevard, Providence, RI 02906

**Website:** [www.butler.org](http://www.butler.org)

### **Our Lady of Fatima Hospital Geriatric Psychiatry**

**Phone:** 456-3183

**Address:** 200 High Service Avenue, North Providence, RI 02904

**Website:** [www.fatimahospital.com](http://www.fatimahospital.com)

### **Roger Williams Medical Center**

**Phone:** 456-2000

**Address:** 825 Chalkstone Avenue, Providence, RI 02908

**Website:** [www.rwmc.org](http://www.rwmc.org)

# NURSING HOMES/ LONG TERM CARE

Sometimes nursing home care, or long term care, is needed to provide a safe environment for people who require 24-hour care. This section provides resources for those who are looking to find nursing home care or who need assistance in resolving a problem at a nursing home.

## **Medicare and Medical Assistance (Medicaid)**

Medicare offers limited skilled nursing facility care when certain conditions are met. The Department of Human Services also can help with Medicaid payment for nursing homes when the requirements are met. Call a Department of Human Services long-term care office for information about Medical Assistance (Medicaid) and nursing home care. Area offices include:

### **Cranston**

**Phone:** 462-5182

### **East Providence**

**Phone:** 222-7311

### **Newport**

**Phone:** 849-6000

### **Providence**

**Phone for Nursing Home Unit:** 462-2400

**Phone for Waiver/Adult Services Unit:** 222-7000

### **Woonsocket**

**Phone:** 235-6300

**Website for DHS:** [www.dhs.state.ri.us](http://www.dhs.state.ri.us)

### **Alliance for Better Long Term Care-Long Term Care Ombudsman**

The Alliance for Better Long Term Care serves as the state's long term care ombudsman, offering mediation and problem-solving. See page 116 for more information about the Alliance.

**Phone:** 785-3340

**Address:** 422 Post Road, Warwick, RI 02888

### **DEA Medical Assistance and Paying for Nursing Home Care Booklet**

The Medical Assistance and Paying for Nursing Home Care booklet is available from the Department of Elderly Affairs.

**Phone:** 462-3000

**Address:** John O. Pastore Center, Hazard Building,  
74 West Road, Cranston, RI 02920

**Website:** [www.dea.state.ri.us](http://www.dea.state.ri.us)

### **Medicare Nursing Home Comparisons**

Information is available regarding the quality of care in local nursing homes. Among the measurements used are management of pain, nutrition, infections, the use of physical restraints, and other standards.

**Phone:** 1-800-MEDICARE (1-800-633-4227) **TTY:** 1-877-486-2048

**Website:** [www.medicare.gov](http://www.medicare.gov) (Click on the "Nursing Home Compare" link. Information is available by states).

### **Rhode Island Association of Facilities and Services for the Aging (RIAFSA)**

The Rhode Island Association of Facilities and Services for the Aging can also provide information about nursing home care.

**Phone:** 490-7612

**Address:** 225 Chapman Street, Providence, RI 02905

**Website:** [www.riafsa.org](http://www.riafsa.org)

### **Rhode Island Department of Health**

The Department of Health maintains a list of nursing homes and investigates patient abuse. Nursing home comparisons are also available online at the RI Department of Health.

**Phone:** 222-2566

**Website:** [www.health.ri.gov](http://www.health.ri.gov) (Click on the “Nursing Home Compare” link).

### **Rhode Island Health Care Association**

The Rhode Island Health Care Association is another source of information about nursing home care.

**Phone:** 732-9333

**Address:** 57 Kilvert Street, Suite 200, Warwick, RI 02886

**Website:** [www.rihca.com](http://www.rihca.com)

# OMBUDSMAN PROGRAMS

## **Alliance for Better Long Term Care**

The state's Long Term Care Ombudsman Office is run by the Alliance for Better Long Term Care. The ombudsman program advocates, mediates, and helps to solve problems for residents of nursing homes, assisted living facilities, and those receiving home care or hospice services. The state ombudsman is also responsible for investigating complaints of inadequate care and abuse suffered by elders who are using long-term care services. All reports of abuse and neglect are confidential. You can call for more information or to file a report.

The assisted living ombudsman serves as an advocate for persons in assisted living, boarding facilities, and residential care homes. In addition to advocating for residents and helping them to solve problems related to their living conditions, the assisted living ombudsman also provides information and counseling to seniors and family members on choosing an appropriate facility.

The home care ombudsman serves as an advocate, mediator, and problem-solver for persons receiving services from licensed home health care agencies and/or hospice services. The home care ombudsman also investigates complaints of abuse or inadequate or poor services in the areas of care which the senior or their family has not been able to resolve with the provider agency.

The Alliance for Better Long Term Care also promotes the quality of life for residents of nursing homes and other long term care facilities through the Building Bridges program. Building Bridges is an intergenerational program which places students in social contact with residents of long term care facilities. Children regularly visit area nursing homes and develop a warm, natural relationship with the residents and the residents offer the children a different perspective on the lessons of life.

**Phone:** 785-3340

**Address:** 422 Post Road, Warwick, RI 02888

**National website:** [www.ltcombudsman.org](http://www.ltcombudsman.org)

# ASSISTANCE PROGRAMS OUTLINE

<b>Program</b>	<b>Benefit</b>
Supplemental Security Income (SSI)	Cash Assistance
RI Medical Assistance (MA) (Medically needy)	Helps pay needed hospital & medical care plus dental, prescriptions, etc.
RI Medical Assistance (MA) (Categorically needy)	Helps pay needed hospital & medical care plus dental, prescriptions, etc.
Qualified Medicare Beneficiary (QMB)	Pays Medicare premiums, deductions, co-insurance
Specified Low-income Medicare Beneficiary (SLMB)	Pays Medicare Part B premium
Qualified Medicare Beneficiary (QI-1)	Pays Medicare Part B premium
SNAP (Formerly Food Stamps)	Food Stamps
Home and Community Care: Co-Pay	Pays a portion of the cost of home health and/or adult day care
DHS Waiver Programs DEA Waiver Programs	Services at home in lieu of nursing home
RI Property Tax Relief	Up to \$300 based on income and taxes
Heating Assistance	Helps pay heating expenses
Subsidized Housing	Residents pay 30% of income for rent
RI Pharmaceutical Assistance to the Elderly (RIPAE)	Pays a portion of the cost of certain prescriptions
Respite Care	Temporary relief for caregivers
Home Equity Conversion Mortgage	Reverse Mortgage

(S = Single M = Married)

<b>Eligibility</b>	<b>Income Limits</b>	<b>Resource Limits</b>
65+, blind, or with disabilities	\$733.92 (Single) \$1,110.38 (Married) \$1,412.00 (Assisted Living)	\$2,000 (S) \$3,000 (M)
65+, blind, or adults with disabilities	\$800.00 (Single) \$842.00 (Married)	\$4,000 (S) \$6,000 (M)
65 and older, or adults with disabilities	\$923.00 (Single) \$1,235.00 (Married)	\$4,000 (S) \$6,000 (M)
Enrollment in Medicare	\$923.00 (Single) \$1,235.00 (Married)	\$4,000 (S) \$6,000 (M)
Enrollment in Medicare	\$1,103.00 (Single) \$1,477.00 (Married)	\$4,000 (S) \$6,000 (M)
Enrollment in Medicare	\$1,239.00 (Single) \$1,660.00 (Married)	\$4,000 (S) \$6,000 (M)
Any Age	\$1,127.00 (Single) \$1,517.00 (Two persons)	\$3,000 if 60+
65+ and homebound	\$19,785 (Single) \$24,735 (Married)	NA NA
On Medical Assistance On Medical Assistance	DHS Waiver program limit: \$2,022.00 DEA Waiver Program: Spend-down to MA limits	\$2,000 \$4,000
Any Age	\$30,000 household income	NA
Any Age	\$24,395 (Single) \$31,901 (2 persons)	NA NA
62+ and RI resident	50 or 60 percent of HUD median family income for household size and specific community	NA
NA	\$19,785 (S), \$24,735 (M) 60% \$24,838 (S), \$31,050 (M) 30% \$43,470 (S), \$49,680 (M) 15%	NA NA NA
55+	Cost-sharing based on a sliding scale	NA
62+ and must own home	\$88,950	NA



# PHYSICAL FITNESS

## Senior Centers

Many senior centers offer free physical fitness classes as part of membership. Refer to page 124 of this manual for a listing of senior centers.

## YMCAs

Rhode Island's YMCAs offer a number of programs for seniors, including health and wellness, exercise and recreation, water aerobics, and educational programs. Contact the YMCAs below for more specific information.

### Newport County YMCA

**Phone:** 847-9200

**Address:** 792 Valley Road, Middletown, RI 02842

**Website:** [www.newportymca.org](http://www.newportymca.org)

### Smithfield YMCA

**Phone:** 949-2480

**Address:** 15 Deerfield Drive, Greenville, RI 02828

**Website:** [www.ymca1.org](http://www.ymca1.org)

### YMCA of Greater Providence

YMCA of Greater Providence has branches in Barrington, Cranston, the East Side/Mount Hope area of Providence, Warwick, Seekonk, Peace Dale, and North Kingstown.

**Phone:** 521-9622

**Website:** [www.ymcagreaterprovidence.org](http://www.ymcagreaterprovidence.org)

### YMCA of Greater Woonsocket

**Phone:** 769-0791

**Address:** 18 Federal Street, Woonsocket, RI 02895

**Website:** [www.woonymca.org](http://www.woonymca.org)

*Note: Several health insurance plans offer local gym membership for a small fee.*

# PUBLICATIONS AND TELEVISION PROGRAMS OF DEA

The Department of Elderly Affairs (DEA) sponsors several publications and a cable television program which deal with the issues of growing older in Rhode Island.

*The Rhode Island Senior Beat* column appears in several daily and community newspapers each week. The column deals with topics such as Medicare and health insurance, pharmacy assistance, housing, health promotion, and other programs and services for elders.

*The Older Rhode Islander* is a four-page newspaper published each March, May, September, and December. Copies of this newspaper are available on the DEA web site at [www.dea.state.ri.us](http://www.dea.state.ri.us).

*The Information Memorandum* is a compendium of news, trainings, events, and resources sent to members of the Rhode Island aging network. It is published several times a year.

*The Senior Journal* cable television program is produced by senior volunteers and sponsored by DEA in cooperation with COX Communications. Programs are aired on Sundays at 5:00 p.m., Mondays at 7:00 p.m., and Tuesdays at 11:30 a.m. over Channel 13 and Verizon Channel 32.

For more information about these publications or programs, call the Department of Elderly Affairs.

**Phone:** 462-0509

**Website:** [www.dea.state.ri.us](http://www.dea.state.ri.us)

# RESPIRE CARE

## **Respite Care Services**

Respite is temporary care for seniors, designed to provide relief to caregivers. Respite Care Services offers two programs.

The Subsidized Respite Program provides relief to primary caregivers who live with someone 55 years or older who is in need of personal care assistance. In-home respite, adult day services, and overnight stays in assisted living facilities are provided on a cost-sharing basis. The program provides a safe environment and help with tasks such as personal care and grooming; activities, recreation, and physical exercise; meals and snacks; health monitoring; and socialization.

Through the Homemaking Program, homemakers are available for a reduced hourly rate to anyone 55 or older and adults with disabilities of any age whose incomes are within the guidelines of the RIPAE program. This program recruits, trains, and matches respite homemakers with eligible clients. Homemakers can provide assistance with home maintenance or companionship.

**Phone:** 421-7833 x4

**Address:** 184 Broad Street, Providence, RI 02903

### **AARP Foundation Grandparenting Program**

The AARP Foundation Grandparenting Program has a variety of resources to help grandparents in various family roles, and for the professionals who work with them. The Program's goal is to ensure that grandparents and grandchildren have access to resources that strengthen their health, finances, and family connections. The Program provides information, referral, and outreach for grandparents, including grandparents providing childcare for their grandchildren; grandparents raising grandchildren full-time; grandparents who have problems with visiting their grandchildren; and grandparents who want to have a positive role in their grandchildren's lives.

**Phone:** 1-888-472-6318

**Website:** [www.aarp.org/families/grandparents/gic](http://www.aarp.org/families/grandparents/gic)

### **Adult Day Services**

There are a number of Adult Day Service Centers across the state that provide respite for caregivers. See page 7 of this manual for a listing.

### **KIDKAMP Connection**

KIDKAMP Connection, run through the Department of Elderly Affairs, gives respite to the caregiver 60 and older. Scholarships are available for children 18 and under to participate in recreational and educational programs during school and summer vacations and on some Saturdays.

**Phone:** 462-3000

**Website:** [www.dea.state.ri.us](http://www.dea.state.ri.us)

### **Seniors Helping Others (SHO)**

Seniors Helping Others volunteer organization provides respite help, among other services.

**Phone:** 789-2362

**Address:** 25 St. Dominic Road, Wakefield, RI 02879

**Website:** [www.southernrivol.org](http://www.southernrivol.org)

# SENIOR CENTERS

Senior centers offer volunteer opportunities, recreation, group activities, counseling, information and referral, and continuing education. Most provide hot lunches, outreach, transportation, and health services.

## **Barrington Senior Center**

**Phone:** 247-1926

**Address:** 281 County Road, Barrington, RI 02806

**Website:** [www.ci.barrington.ri.us](http://www.ci.barrington.ri.us)

## **Bristol: Benjamin Church Senior Center**

**Phone:** 253-8458

**Address:** 1020 Hope Street, Bristol, RI 02809

## **Central Falls: Channel One/Ralph J. Holden Community Center**

**Phone:** 727-7425

**Address:** 361 Cowden Street, Central Falls, RI 02863

**Website:** [www.channeloneralphholden.org](http://www.channeloneralphholden.org)

## **Charlestown Senior Center**

**Phone:** 364-9955

**Address:** 100 Park Lane, Charlestown, RI 02813

**Website:** [www.charlestownri.org](http://www.charlestownri.org)

## **Coventry Senior Center**

**Phone:** 822-9175

**Address:** 50 Wood Street, Coventry, RI 02816

**Website:** [www.town.coventry.ri.us](http://www.town.coventry.ri.us)

## **Cranston Senior Center**

**Phone:** 780-6000 x8

**Address:** 1070 Cranston Street, Cranston, RI 02920

**Cumberland Senior Center****Phone:** 334-2555**Address:** 1464 Diamond Hill Road, Cumberland, RI 02864**Website:** [www.cumberlandri.org/senior.htm](http://www.cumberlandri.org/senior.htm)**East Greenwich Senior Services****Phone:** 886-8669**Address:** 125 Main Street, East Greenwich, RI 02818**East Providence Senior Center****Phone:** 435-7800**Address:** 610 Waterman Avenue, East Providence, RI 02914**Website:** [www.cityofeastprov.com](http://www.cityofeastprov.com)**Hopkinton Center****Phone:** 377-7795**Address:** P.O. Box 314, Hopkinton, RI 02804**Jamestown Senior Center****Phone:** 423-2658**Address:** 6 West Street, Jamestown, RI 02835**Johnston Senior Center****Phone:** 944-3343**Address:** 1291 Hartford Avenue, Johnston, RI 02919**Website:** [www.johnstonsc.net](http://www.johnstonsc.net)**Lincoln Senior Center****Phone:** 723-3270**Address:** 40 Chapel Street, Lincoln, RI 02865**Website:** [www.lincolnri.org/departments/seniorcenter.asp](http://www.lincolnri.org/departments/seniorcenter.asp)**Middletown Senior Center****Phone:** 849-8823**Address:** 650 Green End Avenue, Middletown, RI 02842**Website:** [www.middletownri.com/senior](http://www.middletownri.com/senior)

**Narragansett Senior Center**

**Phone:** 782-0675

**Address:** 53 Mumford Road, Narragansett, RI 02882

**Website:** [www.narragansetttri.com/parks/senior.htm](http://www.narragansetttri.com/parks/senior.htm)

**Newport: Edward King House**

**Phone:** 846-7426

**Address:** 35 King Street, Newport, RI 02840

**Website:** [www.theedwardkinghouse.com](http://www.theedwardkinghouse.com)

**Newport: Martin Luther King Center**

**Phone:** 846-4828

**Address:** 20 Dr. Marcus Wheatland Boulevard, Newport, RI 02840

**North Kingstown Senior Center**

**Phone:** 268-1590

**Address:** 10 Beach Street, North Kingstown, RI 02852

**Website:** [www.northkingstown.org/senior](http://www.northkingstown.org/senior)

**North Providence: Salvatore Mancini Center**

**Phone:** 231-0742

**Address:** 2 Atlantic Boulevard, North Providence, RI 02911

**Website:** [www.smrac.com](http://www.smrac.com)

**North Providence: Steven N. Picillo Community Center**

**Phone:** 723-7730

**Address:** 2 Volturno Street, North Providence, RI 02904

**Website:** [www.fogartycenter.org](http://www.fogartycenter.org)

**Pawtucket: Leon Mathieu Senior Center**

**Phone:** 728-5480

**Address:** 420 Main Street, Pawtucket, RI 02860

**Website:** [www.blackstonehealth.org](http://www.blackstonehealth.org)

**Portsmouth Senior Center**

**Phone:** 683-4106

**Address:** 110 Bristol Ferry Road, Portsmouth, RI 02871

**Website:** [www.portsmouthri.com/frames.htm](http://www.portsmouthri.com/frames.htm)

**Providence: Capital City Senior Programs**

**Phone:** 455-3888

**Address:** 1085 Chalkstone Avenue, Providence, RI 02908

**Website:** [www.capcities.org](http://www.capcities.org)

**Providence: DaVinci Community Center**

**Phone:** 272-7474

**Address:** 470 Charles Street, Providence, RI 02904

**Website:** [www.davincicenter.org](http://www.davincicenter.org)

**Providence: Federal Hill House**

**Phone:** 421-4722

**Address:** 9 Courtland Street, Providence, RI 02903

**Website:** [www.federalhillhouse.org](http://www.federalhillhouse.org)

**Providence: Fox Point Senior Center**

**Phone:** 751-2217

**Address:** 90 Ives Street, Providence, RI 02906

**Providence: Hamilton House**

**Phone:** 831-1800

**Address:** 276 Angell Street, Providence, RI 02906

**Website:** [www.historichamilton.com](http://www.historichamilton.com)

**Providence: Hartford Park Senior Center**

**Phone:** 521-0051

**Address:** 40 Laurel Hill Avenue, Providence, RI 02909

**Providence: Jewish Community Center of RI**

**Phone:** 861-8800

**Address:** 401 Elmgrove Avenue, Providence, RI 02906

**Website:** [www.jccri.org](http://www.jccri.org)

**Providence: Nickerson House Community Center**

**Phone:** 351-2241

**Address:** 133 Delaine Street, Providence, RI 02909

**Website:** [www.nickersoncc.org](http://www.nickersoncc.org)



**Providence: St. Martin dePorres Senior Center**

**Phone:** 274-6783

**Address:** 160 Cranston Street, Providence, RI 02907

**Providence: Silver Lake Center**

**Phone:** 944-8300

**Address:** 529 Plainfield Street, Providence, RI 02909

**Providence: Washington Park Center**

**Phone:** 461-6650

**Address:** 42 Jillson Street, Providence, RI 02905

**Providence: West End Community Center**

**Phone:** 781-4242

**Address:** 109 Bucklin Street, Providence, RI 02907

**Providence: Westminster Senior Center**

**Phone:** 274-6900

**Address:** 133 Mathewson Street, Providence, RI 02903

**Richmond Senior Center**

**Phone:** 539-6144

**Address:** 1168 Main Street, Wyoming, RI 02898

**Scituate Senior Center**

**Phone:** 647-2662

**Address:** 1315 Chopmist Hill Road, Scituate, RI 02857

**Website:** [www.scituateri.org/senior.htm](http://www.scituateri.org/senior.htm)

**Smithfield Senior Center**

**Phone:** 949-4590

**Address:** 1 William J. Hawkins Trail, Smithfield, RI 02828

**Website:** [www.smithfieldri.com/seniorcenter.htm](http://www.smithfieldri.com/seniorcenter.htm)

**South Kingstown: The Center**

**Phone:** 789-0268

**Address:** 25 St. Dominic Road, South Kingstown, RI 02879

**Website:** [www.southkingstownri.com/seniors](http://www.southkingstownri.com/seniors)

**Tiverton Senior Center****Phone:** 625-1037**Address:** 207 Canonicus Road, Tiverton, RI 02878**Website:** [www.tiverton.ri.gov](http://www.tiverton.ri.gov)**Warren Senior Center****Phone:** 247-1930**Address:** 20 Libby Lane, Warren, RI 02885**Website:** [www.townofwarren-ri.gov](http://www.townofwarren-ri.gov)**Warwick: JONAH Community Center****Phone:** 739-1305**Address:** 830 Oakland Beach Avenue, Warwick, RI 02889**Warwick: Pilgrim Senior Center****Phone:** 468-4090**Address:** 27 Pilgrim Parkway, Warwick, RI 02888**Website:** [www.warwickri.gov/seniors.htm](http://www.warwickri.gov/seniors.htm)**West Warwick Senior Center****Phone:** 822-4450**Address:** 145 Washington Street, West Warwick, RI 02893**Westerly Senior Center****Phone:** 596-2404**Address:** 39 State Street, Westerly, RI 02891**Website:** [www.westerlyseniorcenter.org](http://www.westerlyseniorcenter.org)**Woonsocket Senior Services, Inc.****Phone:** 766-3734**Address:** 84 Social Street, Woonsocket, RI 02895**Website:** [www.seniorservicesri.org](http://www.seniorservicesri.org)

# SENIOR COMPANION PROGRAM

Rhode Island's Senior Companion Program is funded by the Corporation for National and Community Service and is sponsored by the Department of Elderly Affairs. All volunteers are 60 and over, have limited income and receive a tax-free stipend and other benefits while serving clients 20 hours weekly.

Senior Companion Program volunteers serve frail, isolated older adults in their own homes, adult day centers and other community sites. They help solve problems and bolster self-esteem.

While they are not social workers and don't provide home care or transportation, Senior Companions help their friends live with added zest.

In an average week, Senior Companions visit with almost 500 elders. Over the course of more than 30 years of service to Rhode Island's seniors, volunteers have dedicated more than 1 million hours of friendship, compassion and one-to-one human contact to those in need of a helping hand.

**Phone:** 462-0569

# SOCIAL SECURITY

Under the 2009 guidelines, Social Security beneficiaries under 65 may earn up to \$14,160 without affecting their benefits. There is no earnings limit for workers 65 or older. Workers reaching full retirement may earn up to \$37,680 in the months before full retirement and still receive all their benefits for that year.

## **Social Security Administration**

The Social Security Administration is the primary source of information for Social Security, Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), and Medicare enrollment. The Personal Earnings and Benefit Estimate Statement provides workers with a year by year record of their earnings and an estimate of their Social Security benefits.

**Phone:** 1-800-772-1213 **TTY:** 1-800-325-0778

**Hours of operation:** Monday-Friday 7:00 a.m.-7:00p.m.;  
automated phone service 24 hours/day

**Website:** [www.ssa.gov](http://www.ssa.gov)

## **Local Social Security Offices**

Local Social Security offices are open Monday through Friday 9:00a.m.- 4:00p.m. The offices accept walk-ins for applying for Social Security, Supplemental Security Income (SSI), and Medicare enrollment. You can call ahead for an appointment, which will reduce your wait time in the office. You can also find forms to complete on-line at the national website listed above. Local offices are located at:

### **Newport**

**Phone:** 849-3487

**Address:** 130 Bellevue Avenue, Newport, RI 02840

### **Pawtucket**

**Phone:** 724-9611

**Address:** 4 Pleasant Street, Pawtucket, RI 02860

**Providence****Phone:** 528-4501**Address:** 380 Westminster Street, Room 318, Providence, RI 02903**Warwick****Phone:** 822-1463**Address:** 30 Quaker Lane, First Floor, Warwick, RI 02886**Woonsocket****Phone:** 766-8423**Address:** Pavillion Plaza, 2168 Diamond Hill Road,  
Woonsocket, RI 02895**Office of Rehabilitative Services-Disability Determination Services**

While applications for Social Security disability are taken in the local field offices, the medical decisions are made in each state by a disability determination service. The Rhode Island Office of Rehabilitative Services administers the Disability Determination Services for the Social Security Administration. This unit determines the medical eligibility of individuals with disabilities applying for cash benefits.

**Phone:** 222-3182 **TTY:** 421-7016**Address:** 40 Fountain Street, Providence, RI 02903**Website:** [www.ors.ri.gov](http://www.ors.ri.gov)

# SUPPLEMENTAL SECURITY INCOME (SSI)

Supplemental Security Income (SSI) provides supplemental cash payments for qualified persons 65 and older, persons who are blind, and adults with disabilities. SSI recipients are eligible for Medical Assistance, homemaker services if determined to be necessary, moving expenses, a discount on telephone service, hearing aids if necessary, reduced electric rates, and assistance from a social worker. SSI recipients may have earnings up to \$65/month before SSI benefits are affected. These are the current SSI payment levels for Rhode Island residents whose only income is SSI:

	Individual	Couple
In own household:	\$733.92	\$1,110.38
In another person's household:	\$521.26	\$791.30
In an assisted living facility:	\$1,412	
Resources:	\$2,000	\$3,000
Face value of life insurance:	\$1,500 per person	

*Note: The first \$20 per month income is not counted when determining SSI eligibility.*

## Social Security Administration

Apply for SSI through the Social Security Administration.

**Phone:** 1-800-772-1213 **TTY:** 1-800-325-0778

**Hours of operation:** Monday-Friday 7:00 a.m.-7:00p.m.;  
automated phone service 24 hours/day

**Website:** [www.ssa.gov](http://www.ssa.gov)

## **Local Social Security Offices**

You can also apply for SSI at Rhode Island's local social security offices, which are open Monday through Friday 9:00a.m.- 4:00p.m. The offices accept walk-ins or you can call ahead for an appointment, which will reduce your wait time in the office. You can also find forms to complete on-line at the national website listed above. See page 131 for a listing of local offices.

# TAX INFORMATION

Many Rhode Island cities and towns offer some type of property tax relief to their older residents who meet age, income, and residency requirements. Inquire at your city or town hall.

Rhode Island resident homeowners and renters with household incomes not exceeding \$30,000 may receive up to \$300 through the Rhode Island Property Tax Relief Program. Applications for the Rhode Island Property Tax Relief Program (Form RI1040H) must be filed between January 1 and April 15.

Veterans may also be eligible for a tax exemption. Inquire at your city or town hall.

## **AARP Tax Aide Program — (THE POINT)**

The AARP Tax Aide program provides information and assistance with completing tax returns between February 1 and April 15 at numerous sites around the state. Call THE POINT to get a list of AARP tax assistance sites.

**Phone:** 462-4444   **TTY:** 462-4445

**Address:** 171 Service Road, Warwick, RI 02886

**Hours of operation:** M, W, F 8:30 a.m. to 4:00 p.m./  
T, Th 8:30 a.m. to 7:00 p.m.

**Website:** [www.ThePointRI.org](http://www.ThePointRI.org)

## **Internal Revenue Service**

Information regarding federal taxes is available from the Internal Revenue Service.

**Phone:** 1-800-829-1040   **Forms only phone:** 1-800-829-3676

**Providence phone (recorded message only):** 525-4282

**Providence address:** 380 Westminster Street, Providence, RI 02903

**Warwick phone (recorded message only):** 826-4797

**Warwick address:** 60 Quaker Lane, Warwick, RI 02886

**Website:** [www.irs.gov](http://www.irs.gov)



## **Rhode Island Division of Taxation**

Information and assistance with state income taxes is available from the Rhode Island Division of Taxation.

**Phone:** 574-8829 Forms only phone: 574-8970

**Address:** One Capitol Hill, Providence, RI 02908

**Website:** [www.tax.state.ri.us](http://www.tax.state.ri.us)

## **Senior Centers**

Some senior centers can help in filing Rhode Island Property Tax Relief 1040H forms. See page 124 of this manual for a listing of senior centers.

# TRANSPORTATION

## **RIPTA BUS Passes**

Rhode Island Public Transportation Authority (RIPTA) bus passes cost residents 65 or older \$10 and are valid for 5 years. Qualified riders who have a disability pay \$10 for their 5-year pass. Pass holders pay half-fare on off-peak hours, weekends, and holidays. Bus pass holders enrolled in Medical Assistance (Medicaid) or RIPAE or who have incomes within the RIPAE Level One income guidelines (\$19,785 annually for an individual and \$24,735 for a married couple) may apply for the No Fare program and ride free during all hours. Replacement cards cost \$10 for the first replacement and \$15 for subsequent replacements.

**Phone:** 784-9500 x604

**Address:** 25 Melrose Street, Providence, RI 02907

**Website:** [www.ripta.com](http://www.ripta.com)

## **RIde Program**

RIPTA's RIde program provides transportation services to those 60 and older and adults with disabilities under 60 who meet certain criteria. Transportation is generally available weekdays from 10:00 a.m. to 2:00 p.m. for doctors' appointments, therapy, medical tests, adult day care, kidney dialysis, cancer treatments, and meal site lunches. There is a \$2 fee per ride. A roundtrip is \$4. Adult day service clients and persons on Medical Assistance (Medicaid) are not charged any fees. Call RIde seven business days prior to appointments to arrange for transportation. Transportation can be booked Monday through Friday from 8:00 a.m. to 4:30 p.m. via telephone.

**Phone:** 461-9760 or 1-800-479-6902

**Address:** 25 Melrose Street, Providence, RI 02907

**Website:** [www.ripta.com](http://www.ripta.com)

### **Americans With Disabilities Paratransit**

Rhode Islanders of any age who have a disability may be eligible for the Americans with Disabilities Act (ADA) Paratransit Services from the Rhode Island Public Transportation Authority (RIPTA) curb-to-curb transportation service if their disability prevents them from using regular RIPTA bus service. This service is provided along existing RIPTA bus routes at a cost of twice the standard bus rate for all riders (currently \$3.50 each way). You must register for the program, either over the phone or by submitting an application to the office.

**Phone:** 784-9500

**Address:** 25 Melrose Street, Providence, RI 02907

**Website:** [www.ripta.com](http://www.ripta.com)

### **Cities and Towns Senior Transportation**

Some communities offer senior transportation for non-medical destinations, such as the grocery store. Call your local senior center to inquire about non-medical transportation. See page 124 of this manual for a listing of senior center phone numbers.

### **Department of Human Services (DHS)**

The Department of Human Services will help persons who are enrolled in Medicaid arrange suitable non-emergency transportation for covered services.

**Phone:** 784-3899

### **Seniors Helping Others (SHO)**

Seniors Helping Others volunteer organization provides transportation to medical, dental, and therapy appointments, among other services.

**Phone:** 789-2362

**Address:** 25 St. Dominic Road, Wakefield, RI 02879

**Website:** [www.southernrivol.org](http://www.southernrivol.org)

# VETERANS SERVICES

## **Rhode Island Veterans Affairs Office**

The Rhode Island Veterans Affairs Office provides many services for Rhode Island veterans and their families. They include:

- Benefits counseling
- Referral to community support services
- Burial services at the RI Veterans Cemetery
- Services for homeless veterans
- RI Veterans Home

**Phone:** 253-8000, x495

**Address:** 480 Metacom Avenue, Bristol, RI 02809

**Website:** [www.dhs.ri.gov](http://www.dhs.ri.gov)

## **Middletown VA Community Based Outpatient Clinic**

This facility provides comprehensive primary health care to veterans residing in Newport, Bristol, and Washington counties.

**Phone:** 847-6239

**Address:** One Corporate Place at West Main and Northgate,  
Middletown, RI 02842

**Website:** [www.providence.va.gov/riopc\\_mid.asp](http://www.providence.va.gov/riopc_mid.asp)

## **Operation Stand Down**

Operation Stand Down Rhode Island serves homeless and disabled veterans. Services include social service, counseling, and emergency and permanent housing.

**Phone:** 383-4730

**Address:** 1010 Hartford Avenue, Johnston, RI 02919

**Website:** [www.osdri.com](http://www.osdri.com)

### **Providence Regional Office of the Veterans Benefits Administration**

The Providence Regional Office of the Veterans Benefits Administration is responsible for the management of most non-medical benefits provided by the Veterans Benefits Administration, including compensation, pension, vocational rehabilitation, and counseling. The Office coordinates the local benefit activities associated with education, home loan guaranty, and veterans life insurance.

**Phone:** 1-800-827-1000

**Address:** 380 Westminster Street, Providence, RI 02903

**Website:** [www.va.gov](http://www.va.gov)

### **Providence VA Medical Center**

The Providence VA Medical Center is dedicated to providing high quality comprehensive outpatient and inpatient health care to veterans residing in Rhode Island and southeastern Massachusetts.

**Phone:** 1-866-590-2976

**Address:** 830 Chalkstone Avenue, Providence, RI 02908

**Website:** [www.providence.va.gov](http://www.providence.va.gov)

### **Rhode Island Veterans Cemetery**

The Rhode Island Veterans Cemetery is located in Exeter. Call for approval and eligibility for burial.

**Phone:** 268-3088

**Address:** 301 South County Trail, Exeter, RI 02822

**Website:** [www.dhs.state.ri.us/dhs/dvetceme.htm](http://www.dhs.state.ri.us/dhs/dvetceme.htm)

### **Rhode Island Veterans Home**

The mission of the Rhode Island Veterans Home is to provide quality nursing and residential care to those Rhode Island war veterans in need. Social, medical, nursing, and rehabilitative services are also provided to veterans and their survivors and/or dependents.

**Phone:** 253-8000 x495

**Address:** 480 Metacom Avenue, Bristol, RI 02809

**Website:** [www.dhs.state.ri.us/dhs/dvethome.htm](http://www.dhs.state.ri.us/dhs/dvethome.htm)

### **US Department of Veterans Affairs**

The Department of Veterans Affairs offers wellness programs, health care services, hospitalization, substance abuse and addiction treatment, and other support programs. The Department also hosts the Center for Women Veterans, Homeless Assistance Program, and other initiatives to enhance the quality of life for those who have served their country in the armed forces.

**Phone:** 1-800-827-1000

### **Veterans Resource and Recovery Center**

The Veterans Resource and Recovery Center provides an array of vocational and supportive services for veterans with barriers to employment and/or with a disability. An orientation program explaining the Center's programs and services is conducted weekly on alternate Mondays and Wednesdays.

**Phone:** 273-7100 x3413

**Address:** 830 Chalkstone Avenue, Providence, RI 02908

**Website:** [www.providence.va.gov/Veterans\\_Resource\\_Center.asp](http://www.providence.va.gov/Veterans_Resource_Center.asp)

### **Veteran Service Offices**

**Address:** All VSO Offices are located at 380 Westminster Street, Providence, RI 02903

### **American Legion Office: Walter Pytko, VSO**

**Phone:** 223-3687

### **Veterans of Foreign Wars: James Boardman, VSO**

**Phone:** 223-3689

**Vietnam Veterans of America:**

**Richard Leveque or Peter McCaffrey, VSO**

**Phone:** 223-3692 or 223-3693

**Disabled American Veterans: Richard Vaccari, VSO**

**Phone:** 223-3695

**American Veterans of WWII, Korean and Vietnam:**

**Ron Briar, VSO**

**Phone:** 223-3702

**Military Order of the Purple Heart: Frank J. Cardillo, VSO**

**Phone:** 223-3663

**Warwick Vet Center**

The Vet Center provides readjustment counseling and outreach services to all veterans who served in any combat zone. Bereavement counseling and counseling for military related sexual abuse or harassment is also available. Family members and/or significant others can be seen at the Vet Center for military related issues. There is no cost to the veteran or family for these services.

**Phone:** 739-0167

**Address:** 2038 Warwick Avenue, Warwick, RI 02889

**Website:** [www.providence.va.gov/Vet\\_Center.asp](http://www.providence.va.gov/Vet_Center.asp)

# VISUALLY IMPAIRED AND BLIND SERVICES

## **EyeCare America Seniors Program**

Any resident 65 or older who does not have an ophthalmologist can receive no-cost medical eye care services through this program.

**Phone:** 1-800-222-EYES (3937)

## **IN-SIGHT**

IN-SIGHT helps blind and visually impaired people develop skills in communication, mobility, orientation, self-care, and homemaking.

IN-SIGHT Radio broadcasts readings of newspapers, magazines, and books for the blind and visually impaired.

**Phone:** 941-3322

**Address:** 43 Jefferson Boulevard, Warwick, RI 02888

**Website:** [www.in-sight.org](http://www.in-sight.org)

## **National Federation of the Blind of RI**

This is the state's affiliate of the National Federation of the Blind.

**Phone:** 433-2606

**Website:** [www.nfbri.org](http://www.nfbri.org)

## **Rhode Island Talking Books Plus**

Persons who have a visual impairment or physical disability that hinders them from using traditional library materials may borrow books and magazines in large print, Braille, or talking books on cassette or disc, free of charge, through this organization.

**Phone:** 574-9310

**Address:** One Capitol Hill, Providence, RI 02908

**Website:** [www.olis.ri.gov/tbp](http://www.olis.ri.gov/tbp)



### **Saving Sight**

Saving Sight conducts glaucoma screening programs and public information campaigns to detect and fight causes of blindness.

**Phone:** 738-1150

**Address:** 982 West Shore Road, Warwick, RI 02889

**Website:** [www.savingsightri.org](http://www.savingsightri.org)

### **State Services for the Blind and Visually Impaired**

This organization provides vocational rehabilitation, counseling, medical evaluation, home teaching, and other services.

**Phone:** 222-2300 **TTY:** 421-7016

**Address:** 40 Fountain Street, Providence, RI 02903

**Website:** [www.ors.ri.gov](http://www.ors.ri.gov)

# VOLUNTEER OPPORTUNITIES

## RSVP

The Retired Senior Volunteer Program (RSVP) provides opportunities for persons 55 years and older to utilize their enthusiasm, skills, and experience in a volunteer capacity. For information, call these agencies:

### **Blackstone Valley RSVP**

**Phone:** 723-4520

**Address:** 32 Goff Avenue, Pawtucket, RI 02860

**Website:** [www.bvcap.org](http://www.bvcap.org)

### **Capitol Region RSVP**

**Phone:** 421-4722

**Address:** 9 Courtland Street, Providence, RI 02909

**Website:** [www.capitolregionrsvp.org](http://www.capitolregionrsvp.org)

### **Cranston RSVP**

**Phone:** 780-6180

**Address:** 1070 Cranston Street, Cranston, RI 02840

**Website:** [www.cranstonri.com](http://www.cranstonri.com)

### **Coventry Cares**

Coventry Cares has a number of volunteer opportunities for people of all ages.

**Phone:** 822-9175

**Address:** 50 Wood Street, Coventry, RI 02816

### **East Bay RSVP**

**Phone:** 435-7876

**Address:** 610 Waterman Avenue, East Providence, RI 02914

**Website:** [www.ebcap.org](http://www.ebcap.org)

## **Westbay RSVP**

**Phone:** 732-4666

**Address:** 218 Buttonwoods Avenue, Warwick, RI 02886

**Website:** [www.westbaycap.org](http://www.westbaycap.org)

## **RSVP of Northern Rhode Island**

**Phone:** 766-2300

**Address:** 84 Social Street, Woonsocket, RI 02895

## **Other Resources**

### **East Bay Foster Grandparent Program**

The East Bay Foster Grandparent Program serves special needs children in the East Bay. There are volunteer opportunities for income eligible seniors 60 years of age and older who enjoy volunteering with children.

**Phone:** 435-7876

**Address:** 610 Waterman Avenue, East Providence, RI 02914

**Website:** [www.ebcap.org](http://www.ebcap.org)

### **Foster Grandparent Program of Rhode Island**

The Foster Grandparent Program of Rhode Island serves special needs children statewide. Grandparents serve in residential and community settings such as schools, day care centers, and hospitals.

**Phone:** 822-4450

**Address:** 145 Washington Street, West Warwick, RI 02893

### **Neighborhood Friendly Visitor Program**

The Neighborhood Friendly Visitor Program provides companionship and friendly support to homebound elderly persons across the state. Volunteers visit, read, write letters, and chat with people who are homebound who benefit from regular social contact. This program welcomes seniors who wish to volunteer their time for a few hours each week. Homebound seniors may also call to find out about getting a visitor.

**Phone:** 421-7833 x4

**Address:** 184 Broad Street, Providence, RI 02903

**Providence Foster Grandparent Program**

The Providence Foster Grandparent Program serves special needs children in the capital city.

**Phone:** 421-1095

**Address:** 9 Courtland Street, Providence, RI 02909

**SCORE-Counselors to America's Small Business**

SCORE-Counselors to America's Small Business is a non-profit organization of active and retired business executives that offers free, confidential advice for persons who are starting or operating a small business.

**Phone:** 528-4561

**Address:** 350 Westminster Street, Providence, RI 02903

**Website:** [www.score.org](http://www.score.org)

**Seniors Helping Others (SHO)**

Seniors Helping Others volunteer organization provides visitation, among other services.

**Phone:** 789-2362

**Address:** 25 St. Dominic Road, Wakefield, RI 02879

**Website:** [www.southernrivol.org](http://www.southernrivol.org)

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